



MENDIP VALE

www.mendipvale.nhs.uk

Welcome to the December Patient Newsletter

Christmas & New Year Opening Times, Appointment Booking & Medications

All the staff at Mendip Vale Medical Centre would like to wish you a very happy and healthy Christmas!

As it is fast approaching we would like to make you aware of the following information to help you plan for the interruption in service due to the holiday period.



Surgery Opening Times:

	PPL	Yatton	Congresbury	St Georges	Riverbank	Sunnyside
Fri 21st December	08:00-18:30	08:00-18:30	08:30-13:00	08:00-18:30	08:00-18:30	08:00-18:30
Sat 22 nd December	08:30-12:30	CLOSED	CLOSED	08:30-12:30	CLOSED	08:30-12:30
Sun 23 rd December	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Mon 24th December	Practice sites open 08:00-17:00 (excluding Congresbury which is open 08:30-13:00) with urgent care only between 17:00-18:30					
Christmas Day	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Boxing Day	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Thu 27th December	08:00-18:30	08:00-18:30	08:30-13:00	08:00-18:30	08:00-18:30	08:00-18:30
Fri 28th December	08:00-18:30	08:00-18:30	08:30-13:00	08:00-18:30	08:00-18:30	08:00-18:30
Sat 29 th December	08:30-12:30	CLOSED	CLOSED	08:30-12:30	CLOSED	08:30-12:30
Sun 30 th December	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Mon 31st December	08:00-18:30	08:00-18:30	08:30-13:00	08:00-18:30	08:00-18:30	08:00-18:30
New Years' Day	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Wed 2nd January '19	08:00-18:30	08:00-18:30	08:30-13:00	08:00-18:30	08:00-18:30	08:00-18:30
Thu 3rd January '19	08:00-18:30	08:00-18:30	08:30-13:00	08:00-18:30	08:00-18:30	08:00-18:30
Fri 4th January '19	Normal service resumes at all sites – check our website for more details					

Appointment Booking

During the holiday period (from 24th December to 3rd January inclusive), there will be no *pre-bookable* appointments available. If you need an appointment, please **book on the day** by either contacting the practice via telephone, or by using the patient online access via www.patientaccess.com. All appointments will be available from 8am on each day. Patients can call NHS 111 when we are closed where you will be directed to the most appropriate healthcare based on your symptoms.

Ordering your Medication

Christmas is a very busy period for the staff at the Practice. Please help the medicines team by ordering your prescription in plenty of time, rather than requesting medications urgently or at the last minute. This will ensure we are able to deal with your requests quickly and efficiently.

During this time we ask that you give us 5 working days to prepare your medication and order no later than 19th December 2018 to ensure your prescription is available before Christmas, and no later than 27th December 2018 to ensure your prescription is available before New Year. Pharmacy opening hours can be found on www.nhs.uk

Practice offers second driver and car for patient collection service



The practice offers a collection service for patients who are unable to get to any of the surgeries for their urgent same-day appointment.

This service is available for patients who are deemed frail and disabled who are unable to get to the Surgery. The use of the Surgery car to pick patients up will be authorised by either the Duty Doctor, or the Advance Nurse Practitioner (ANP) on duty. Please speak to a Receptionist who can organise this for you. Please note that transport will only be offered if there is no other alternative – i.e. public / community transport, taxi, friend/family/carer.

Don't forget to update your details

Please ensure you inform us of any changes to your contact details. A form is available to complete at Reception or on our website. We heavily rely on having your most up-to-date details on your patient record so that we can contact you about your healthcare as well as other valuable information relating to the practice.



Moved house?



New email address?



Changed your mobile phone?

Self-Care Guidance over the Christmas Break

Self-Care

Christmas is a happy time for many, but for others we can be left feeling drained or exhausted. The NHS Choices website offers up-to-date information on a range of illnesses and complaints enabling patients to use self-care. Other things you can consider are planning ahead, eating well, setting aside some intentional “down-time”, and getting some fresh air or exercise. So don't forget to look after *yourself* this Christmas! For more information go to www.selfcareforum.org

NHS 111

For all non-emergencies, patients should call **NHS 111**, where they will be directed to the most appropriate healthcare based on their symptoms. Calls to NHS 111 are free and the service is available 24 hours a day, 7 days a week.

Pharmacies

Pharmacists are experts in many aspects of healthcare and can offer advice on a wider range of long-term conditions and common illnesses such as coughs, colds and stomach upsets. You don't need an appointment and many have private consultation areas so they are a good first port of call if you are feeling unwell.

A&E and 999 are for life threatening emergencies

A&E departments and the ambulance service are for life threatening emergencies such as loss of consciousness, suspected heart attacks, breathing difficulties or severe bleeding that cannot be stopped. A&E is likely to be extremely busy over the holidays with long waiting times, so please call NHS 111 for advice first if you are not sure where to go.



Congresbury Surgery reopens on 17th December 2018

Due to a number of factors it was necessary to temporarily close Congresbury Surgery from Tuesdays to Fridays. However, we are pleased to say that the surgery will be open, as it was previously, from Monday 17th December offering appointments Monday to Friday, 08:30 – 13:00.

Wrington Surgery Closure

For a period Mendip Vale Medical Group has been considering closing its Wrington Branch Surgery at Broad Street, Wrington. Recently it has received approval from NHS England and the local Clinical Commissioning Group to do so. The closure has also been discussed at several recent PPG meetings and there is general consensus that the closure is justified.

The branch site has limited facilities with just two inadequate clinical rooms, no parking, no reception area, and a very small waiting room. Overall the site is not conducive to current medical practice.

The surgery, therefore, will close permanently on 31st December 2018. Patients requiring medical facilities in the Wrington area have the modern, purpose-built surgery in Pudding Pie Lane, or can access any one of our other sites across North Somerset.

Mendip Vale PPG meet Sunnyside Patients

This month a group of Sunnyside patients, who normally meet once a month on a Saturday morning, met with a group of PPG members for an informal chat about medical and practice issues.

The general feeling about joining Mendip Vale this month was very positive. They discussed various subjects including

- Booking appointments
- Telephone Responsiveness
- Patient Access
- Developments across Mendip Vale
- Impact of Brexit
- Patient communication and feedback

All these discussions will get taken back to the PPG Membership group who meet bi-monthly. If you are interested and would like more information about the PPG, please enquire at Reception at one of our surgeries.

Benefits of Repeat Dispensing

Repeat dispensing offers benefits to patients who have repeat prescriptions. For patients on stable, long-term treatment, repeat supplies of your medication can be managed by your pharmacy of choice without the need to reorder prescriptions as regularly through the practice.

The practice can preauthorise up to 12 months' worth of prescriptions, which your Pharmacy will hold and dispense to you at appropriate intervals. The Pharmacist has the flexibility to make a professional decision of when to dispense the next supply for the patient. This is of particular benefit for patients who may be travelling or if the prescription is for seasonal medicines or 'when required' medicines.

To understand how your Pharmacy runs their service, ask your Pharmacist for more information.



Patient Selection for Repeat Dispensing

Repeat dispensing is for patients on stable, long-term medicines and will not be suitable for all patients, especially those with acute, newly diagnosed, unstable conditions. Repeat dispensing is unsuitable for the provision of 'controlled' drugs. We can also not provide the service through the dispensary at PPL.

Examples of suitable patients groups/ situations:

- Patients on single, stable therapy for example Levothyroxine
- Patients with stable long-term conditions on multiple therapy, for example hypertension, diabetes, asthma
- Patients that can appropriately self-manage seasonal conditions

Potential Benefits of Repeat Dispensing

For the patient

- Improved access to regular medicines
- Simplified one-stop process for obtaining your next supply of medicines
- Regular contact with a pharmacist to discuss medicines-related issues
- Pharmaceutical support for self-care and the management of long-term conditions

For the practice

- Reduction in workload issuing and reauthorising repeat prescriptions
- Reduced medicines waste
- Earlier detection of medicines-related problems

New Depression Support Group in Congresbury

When: Wednesday at 10.00 – 11.00
Where: Methodist Hall (room at the back)
High Street
Congresbury
BS49 5JA
Parking available at the Ship & Castle
Contact: Phone Sarah on 07801 072747
flow.nsomerset@gmail.com



'FLOW' is a recently set up depression and anxiety peer support group. It meets every Wednesday in the Methodist Hall in Congresbury. It is free to attend and there is no need to book. Come along for a cuppa and a chat with others who share some of your experiences. It's a small and friendly group who understand how hard it can be to get out and take that step of going somewhere new, but also how much benefit it can have.

Meet the Team Dr Glenda Horner (GP Partner)



I trained at St Mary's medical school in Paddington, London and qualified in 1986. I grew up in Cardiff and it was always something of a joke that "the Welsh got off the train at Paddington station and got no further than the first medical school"! The strong rugby playing tradition of the school may also have been a factor!

I completed my GP training scheme in Watford and became a GP Partner in a North London practice before moving back along the M4 to Bristol in 1994 to join Sunnyside Surgery.

I feel very privileged to have had a career working and living in my local community where I have been fortunate to be part of a hard working and passionate team, making many friends along the way. I particularly enjoy supporting junior colleagues train to become GPs and watch them grow in confidence. I enjoy caring for our elderly group of patients, listening to some of their amazing stories as well as having a particular interest in contraception and women's health.

I have three grown up children who have all left home, with two now off working. The younger one is still hanging on to the student life! In my spare time I enjoy going to the theatre. I also try to stay fit walking and playing tennis, and of course love rugby!

A Christmas Poem by Cecilia Bailey

*My Christmas wish for you, my friend, is not a simple one.
For I wish you hope,
joy and peace,
days filled with warmth and sun.*

*I wish you love and friendship, too,
throughout the coming year.
Lots of laughter and happiness
to fill your world with cheer.*

*May you count your blessings one by one,
and when totalled by the lot,
may you find all you've been given
to be more than what you sought.*

*May your journeys be short,
your burdens light,
may your spirit never grow old.
May all your clouds have
silver linings
and your rainbows pots of gold.*

*I wish this all and so much more,
may all your dreams come true.
May you have a
Merry Christmas, friend,
and a Happy New Year, too.*

