

February 2022 Patient Newsletter

Welcome to the February 2022 edition of our patient newsletter.

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Mendip Vale Fact File

- **9,783** – The number of Covid boosters we have given in December - This is our highest number given throughout the pandemic in a single month (in December 2020 we gave 2,015!)
- **43,549** - Total number of Covid and Flu vaccinations given this season (Since September 2020) by Mendip Vale.
- Mendip Vale are 9th out of 72 surgeries for over 65 year old 'flu uptake, and have given 4% more that last season. For over 50 year old we are 11 out of 72 with a 5.1% increase on the previous year

First Contact Physiotherapists

Our First Contact Physiotherapists (FCP) joined us in the Autumn of 2020 as part of a nationwide scheme being rolled out to help patients with musculoskeletal problems and increase capacity within Primary Care.

Patients can now directly access assessment, diagnosis and management of a range of musculoskeletal problems including new sprains, strains and pains involving muscles, nerves, bones and joints by booking directly with our FCPs.

An FCP is an experienced Physiotherapist who has the advanced skills necessary to assess, diagnose and recommend the most appropriate and evidence based treatment for musculoskeletal problems, allowing you to take control of your recovery. If appropriate, an FCP may prescribe a programme of exercises, refer for blood tests or X-ray, administer steroid injections, organise prescriptions or refer a patient to an appropriate secondary health service e.g. Physiotherapy or Rheumatology.

All FCPs are trained to identify 'red flag' symptoms which may require medical attention and they have full access to the rest of the Mendip Vale Team. You can book to see our FCPs by calling the surgery and asking for an appointment.

How the Patient Participation Group are supporting the practice

The Practice is conscious that, in common with many other surgeries, telephone access has been less than satisfactory for sometime and was particularly poor during December. A small group of Practice and PPG members is working to find ways to improve the situation and is pleased to note that January call waiting times have been significantly shorter. The group will continue to seek further improvements.



Mendip Vale Medical Group

Your health, Your Care, Your Medical Group

mendipvale.nhs.uk

Medication Reviews

Important update about medication reviews

Patients who have called to book a medication review in the last few months may have noticed a difference in the system.

Medication review is essential to ensure safe, effective and appropriate long-term use of prescription medications. Whilst we realise you need to see us when you are acutely unwell our team also need to ensure all your medications are monitored for safety, check all treatments are working well and stop any medication no longer required or effective. These reviews take many different forms led by either GP/ Pharmacist/ Nurse. They may be phone or face to face consultation, by 'Florey' targeted questionnaires or without requiring a discussion if clinician can review all the important results e.g. blood pressure (BP) and bloods tests from your notes.

The reviews are required at least every 12 months but may be more regular for some conditions. Throughout the pandemic we have strived to continue our important reviews and monitoring. Our team specify an overall regime review date on your record which is used as a trigger to contact you, usually via a text, advising you to arrange monitoring, questionnaires or appointments when they are due if they have not already been done. When you see this date is overdue, we ask patients not to be concerned as we have systems in place for checking reviews due and contacting patients.

Last August we updated our medication review process to try and make it more efficient and make better use of appointments. An audit concluded that 50% of calls where a 'Medication review' with a GP was requested were more appropriately directed elsewhere.

The new process at North Somerset is that if a patient calls to request a medication review, they contact the patient coordinators and get put on the 'pink list'. This request will be reviewed and so all required tests are arranged and the most appropriate appointment will be booked. However, if you have a particular concern regarding medication and wish to discuss it with a GP/Pharmacist anyway then please highlight this to the patient coordinator.

It is also very helpful for as many patients as possible to record their own blood pressure. A series of home BP readings is most representative or alternatively we have the self-service BP machines in reception.

New Practice Website

Our new practice website is live and can be found at the following web address - mendipvale.nhs.uk.

For our patients at Coniston Medical Practice, e-consult is now available and can be found using the following steps –

- Search for our new website found at mendipvale.nhs.uk
- Navigate through our Home Page and find the box titled 'Contact your doctor online – Get started – ECONSULT'. Click on this box.
- Click on your Mendip Vale site
- Click on the link 'Contact us online using eConsult'
- Navigate through the questions as needed to get advice.

A Message from the Fraud Team at Avon and Somerset Police

Watch out for the WhatsApp scam!

This scam is designed to catch you off guard and worry you. This is what it looks like:

You will receive a WhatsApp message from a number you do not recognise. The message will read something similar to "Mum/Dad, I need £250 right now, it is an emergency. I will explain everything later. My phone is broken and I cannot access my bank. Please send the money to XXX account".

The fraudster has already explained to you why the number contacting you is not recognised and why the money requested is going into a different bank account. This keeps suspicion low and because the criminal makes you think your child is in danger, scared and panicked... a parent will act on instinct and send the money no questions asked.

To keep yourself safe, call your family member on a trusted number to verify the message. Always be suspicious of any requests for money regardless of the circumstances. And finally as with any fraud attempt, report it to Action Fraud.

Are you interested in joining our Patient Participation Group?

Following the annual review of membership in December, two of the Sunnyside team have decided that it is time to stand down, and one of the Pudding Pie Lane members. We also have a vacancy at St Georges. We have given our sincere thanks to them for their support over the period since the wider PPG was formed several years ago. We already had a potential member on the reserve list for the Pudding Pie Lane vacancy, but would any patients who use the Sunnyside or St Georges surgery get in touch if you would be interested in joining. Please express your interest through our practice email address - bnssg.mendipvale.scanners@nhs.net

There are five member positions for each main surgery, and the time commitment is normally limited to the meeting held every two months on a Wednesday afternoon from 1.30pm to 3.30pm. It gives the opportunity to meet with the senior team at Mendip Vale, to exchange views on current issues and to contribute to any changes from a patient perspective. We look forward to hearing from you.

We Want To Hear From You!

We would very much like to involve our patients in this newsletter – after all, it's written for you and for your benefit! Please send us your suggestions for future topics, your good news stories and also feedback on how we're doing. We are continually looking to turn our patients' feedback into real improvements in the services we provide. Contact us via the means outlined below or visit our website <https://www.mendip-vale.co.uk/patientfeedback>

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