

June 2022 Patient Newsletter

Welcome to the June 2022 edition of our patient newsletter.

In this issue:

- Mendip Vale Fact File
- International Nurses Day
- STAR – New Bereavement Support Group
- Community Pharmacy – An important adjunct to the practice team
- Foreign Travel Advice
- A message from the Fraud Team at Avon and Somerset Police
- New Patient Participation Group Email Address
- We Want to Hear from You!



Mendip Vale Fact File

In the first 2 weeks of April 2022 our DNA (Did not Attend) reporting across our Mendip Vale sites in North Somerset, Bristol and South Gloucestershire highlighted:

- **15,924** (Compared with 15,895 in March) – Number of appointments booked
- **551** (Compared with 599 in March) – Number of patient DNAs
- **50** (Compared with 58 in March) – Number of patients with multiple DNAs

International Nurses Day

The date of celebration of International Nurses Day was chosen to celebrate Florence Nightingale's birth anniversary and her pioneering work in nursing and social reforms.

The month of May marked International Nurses Day. To amplify the importance of nurses in primary care, the 'Here for Life' campaign aims to empower nurses to tell their own stories to show the breadth and diversity of their roles and expertise. The campaign has been devised to support the launch of Enabling Professionalism 2022 – a new framework to help nurses confidently articulate who they are, what they do and what nursing 'is' in 2022.

#HereForLife



STAR – New Bereavement Peer Support Group

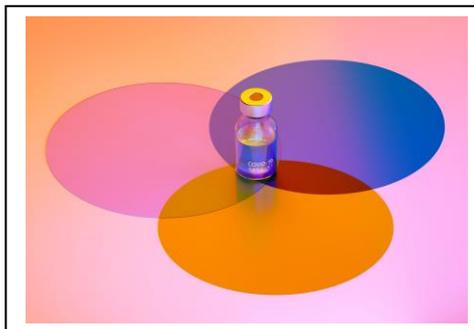
Share, Talk and Remember - Our Peer Support Group provides free support for people grieving from a bereavement or difficult transition in their life. The aim of the group is to create a safe space for people to receive support, listen to and share stories & experiences with others who have experienced loss in their life.

Please see the following link to our website for more information -
<https://www.mendipvale.nhs.uk/bereavement-peer-support-group/>



COMMUNITY PHARMACY – AN IMPORTANT ADJUNCT TO THE PRACTICE TEAM

GP Practices are increasingly working in partnership with local community pharmacies to deliver patient care. Pharmacists are highly trained and trusted clinicians who in addition to their medication expertise can provide advice and medicines for a wide range of minor health issues such as skin conditions, eye infection and irritation, insect bites, fungal infections, coughs, colds, hay fever, musculoskeletal pain, cystitis, gastric and bowel problems, and more. As well as offering advice and self-care remedies pharmacists can also issue NHS prescriptions for antibiotics for certain conditions such as urinary tract infections in women, eye infections and sore throat conditions.



Mendip Vale sees community pharmacy as an integral part of the wider community healthcare team and an invaluable clinical resource to help care for patients. The Practice has since 2019 actively promoted the national Community Pharmacy Consultation Service. Under this service if a patient contacts the Surgery for help with a condition that the pharmacist is able to deal with our front line Patient Coordinators offer the patient a same-day consultation with their local pharmacist. The Patient Co-ordinator makes a referral to a pharmacy of the patient's choice with a few easy clicks and the electronic referral goes straight into the pharmacy's clinical system. The pharmacist contacts the patient the same day (unless the referral is late in the day in which case it will be the next morning).

If appropriate the pharmacist will offer the patient a consultation in the privacy of the pharmacy consultation room or alternatively offer advice over the phone. The pharmacist sends details of their consultation back to the Practice to ensure continuity of care. If the pharmacist feels that the patient needs to be dealt with by a GP they are able to escalate the issue back to the Practice – patient safety is paramount.

Pharmacies are increasingly extending the clinical services they can offer patients with some now offering blood pressure tests opportunistically to patients presenting at their pharmacy. Mendip Vale is keen to encourage patients to make use of these highly trained clinicians working on their doorstep in their local pharmacy. This helps ensure that the GPs and other clinicians in the Practice team are freed up to deal with more complex and urgent issues.

Foreign Travel Advice

With more people travelling abroad, practices have seen a surge in queries about Covid-19 vaccination requirements. The government website has guidance for all countries. Patients should be directed to this link in the first instance.

Please use the following link for further information - <https://www.gov.uk/foreign-travel-advice>

Monthly Message from the Fraud Team at Avon and Somerset Police



National Courier Fraud Campaign - Statistics show that victims in Avon and Somerset suffered the 3rd highest loss to courier fraud in England and Wales, with losses exceeding £1 million in 2021 alone.

Please see a copy of the full article on our website using the following link - <https://www.mendipvale.nhs.uk/monthly-message-from-the-fraud-team-at-avon-and-somerset-police/>

New Patient Participation Group Email Address

Introduction to PPG email address

The Patient Participation Group (PPG) for Mendip Vale North Somerset surgeries has been considering with the Practice ways of improving feedback from patients. The PPG is 20 patients from the North Somerset surgeries who work with Mendip Vale to improve the way the surgery works for patients. You can find our names on the Mendip Vale website. To be effective we need to know what other patients are experiencing – what works and what doesn't. So we have set up an email address you can use to contact us. The address that is now in place is:



mendipvaleppg@gmail.com

The email address can be used by patients to give their views to members of the PPG.

We are hoping that the new PPG email address will be used to raise any comments that you may have on any aspect of your contact with Mendip Vale apart from those mentioned in the next paragraph. Members meet with the Practice on a regular basis, and where general concerns are identified they raise these with the team and also participate by suggesting ways in which patient experiences can be improved. They would also appreciate hearing about those areas which are working well. Your email may be forwarded to appropriate members of the PPG who will let you know what actions are being taken.

The email address is strictly not to be used to raise medical issues and these should only be raised directly with Mendip Vale, since PPG members are purely patients of the Practice. Also, if you are raising a formal complaint then you should use the following email address bnssg.mendipvale.scanners@nhs.net where the Mendip Vale team will respond.

Vacancies on the PPG do occur from time to time. If you would be interested in joining the group then the new email address could be used to put your name forward. We would then get in touch with you. Formal meetings are held every two months for about two hours, with some issues also being dealt with between meetings.

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.mendipvale.nhs.uk/patient-group/patient-feedback/>

By email: bnssg.mendipvale.scanners@nhs.net
By phone: 01934 839820
(or 01275 873588 if you live in the Clevedon area)
By post:
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Pudding Pie Lane,
Langford, Bristol BS40 5EL

