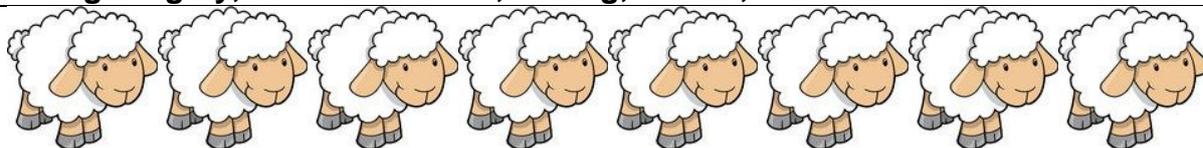


Pilning Surgery, Northwick Road, Pilning, Bristol, BS35 4JF- Tel: 01454 632393



Spring Newsletter

Hello!

We warmly welcomed Becky to the reception team in March and are now up to full quota in reception. Becky is completely new to general practice so lots of learning to be had but is enjoying the new challenge and compliments the team well.

New to Pilning Surgery-Carers support clinics

Neil McIntosh from the carers support centre will be running a carers support clinic the third Thursday of each month

Neil can help support carers with things such as:

- Benefit forms
- Blue Badge form
- Housing issues
- OT referrals
- Carers assessments
- Emotional problems
- Carers support group/training
- Help signpost to other services

If you are a carer and need help and support you can make an appointment with Neil by speaking with a member of the reception team.



Carers Support Centre
Bristol & South Gloucestershire

Medical report/Letter Requests/Form completion

Please be aware that medical reports/letter requests/form completion will require a **minimum** of 5 working days for completion and a **maximum** of 2 weeks pending on the working days of the GP required to action the request. Please allow sufficient time when requesting one of the above, to meet any deadlines you may have. To note this is not classed as NHS work so will carry a charge.

Patient appointments-Improved Access

We are working with other local practices to offer more appointments in the early mornings, evenings and weekends. Speak to a member of the practice team to find out more.

We are offering the following:

Monday: 6.30pm-7.00pm telephone consultations

Wednesday: 7.30am-8.00am

Thursday: 7.30am-8.00am

Wednesday and Thursday mornings offer both early appointments and telephone consultations.

Saturday 13th April we will be offering Improved access appointments in the morning.

Easter weekend Improved access appointments are being offered at Bradley Stoke Surgery.

Zero Tolerance Policy

We value and care for our staff. We would ask that they are treated with courtesy and respect. Any individual not complying with this request will be asked to leave the premises and may be removed from the Practice List, in accordance with the Practice Zero Tolerance policy.

Spring brings Hay fever...

Hay fever is caused by an allergy to pollen and symptoms are caused when a person has an allergic reaction to the pollen. Common hay fever symptoms are:

- A runny, itchy and/or blocked nose
- Sneezing
- Itchy eyes

Many hay fever symptoms can be treated with over the counter medication at your local pharmacy such as:

- Steroid nasal sprays
- Antihistamines
- Decongestant nasal sprays and tablets
- Eye drops

If none of the above are effective for you, then please book an appointment to discuss other treatments

New telephone system

The new telephone system was successfully installed 6th March without any major glitches or downtime. The staff are enjoying some of the functions that the new system has to offer.

The system also has a wallboard that we are using to monitor call handling performance, for example how many calls the surgery receives, how many of those calls are answered or abandoned and how long patients have had to wait for their call to be answered.



Collecting prescriptions on behalf of someone else.....

Please note that in order to comply with the new General Data Protection Regulations it will no longer be possible for someone else to collect a prescription from the surgery on your behalf, without your written consent to do so.

This does not apply to pharmacies collecting prescriptions, for which we have already obtained your consent.

Patient Feedback

Your feedback is very important to us. It helps us to understand what we do well, and what things we can do better. There are a number of ways you can give us your feedback:

- Speak with our reception team or any member of staff.
- Complete the Friends & Family Test
- Survey, found in our waiting room and also attached to this newsletter.
- Put your feedback in the suggestion box in the waiting room
- Go to www.nhs.uk **NHS Choices** and leave your comments
- Leave a comment on our website, www.pilningsurgery.co.uk
- Contact Albert George, Chairman of the Patient participation group. (details on the practice website)

A comment fed back in a recent patient survey was that they would like continuity in seeing the same GP.

In general practice, the most common model for a full time GP is to work 4 long days, often up to 12 hours in length. This makes a GP's working day very heavy going.

Our GP's are part time which gives more flexibility to cover within the team. We know that this can sometimes make seeing your preferred GP difficult but please try and book ahead if you can. We do offer appointments two weeks in advance and if no appointments are available, the reception team will advise when to ring for the next available appointment with your preferred GP.

The list below shows which GP's are in on what days.

Monday: Dr Wint, Dr Bailward
Tuesday: Dr Mitchell
Wednesday: Dr Mitchell, Dr Harrison
Thursday : Dr Mitchell, Dr Harrison
Friday: Dr Harrison

All GP's are supported daily by the Urgent Care Practitioner and Minor illness nurse who see Acute problems that need attention, in a same day appointment.

Primary Care Networks

Primary Care Networks (PCNs) are groups of family doctors and other health professionals who work together to develop programs and services designed to meet your everyday health needs. These can include health teams, after hours care, clinics and workshops.

A key part of the NHS Long Term Plan is to drive every practice across the UK to become part of a local Primary Care Network (PCN). Montpelier Health Centre will become part of a PCN in the near future.

So to help you keep up-to-date with developments, we've shared ten FAQs about Primary Care Networks, covering what they are and what they mean for the NHS:

What is a Primary Care Network?

'Primary Care Network' is the generic term used to describe a group of practices, and others, working together to care for a population of 30 to 50,000 patients in a geographic area. They're occasionally referred to by different names, e.g. primary care homes, clusters, localities, neighbourhoods, etc.

What does this mean for patients?

The introduction of Primary Care Networks will bring many benefits to patients.

Amongst other things, they'll experience:

- more joined up digital, telephone-based and physical services
- shorter waiting times to see the right professional
- more diagnostic and other services within their community for them and their families, for prevention, episodic illness and long term conditions.

Is there any evidence for this way of working?

There is evidence that this is a successful way of working at 3 healthcare organisations in New Zealand, Canada and the Netherlands

Are they not already here?

Approximately 85% of the UK is already covered by practices working together.

The aim of the Refreshing NHS Plan is for the whole country to be covered by April 2019, so that every practice will be in a Primary Care Network.

Is this a way to make practices merge?

This is about existing practices working together, not making them merge.

Done well, this collaborative approach to primary care will also help smaller practices cope, by sharing economies of scale with larger practices.

What will PCNs do?

They will enable practices to share data, staff and resources, so they can help develop and deliver a wider range of integrated services in their network.

The hope is that, as these services develop, less work falls to practices, and patients get a better service, e.g. self-referral to physiotherapy and mental health therapists without seeing a GP first.

Who else will be involved?

Eventually it is hoped that all community-based health services, social care and voluntary sector organisations become involved - with both helping plan and provide services.

More advanced PCNs are already involving local schools, job centres, housing offices and others.

How can I find out more?

There's a lot of resources available on the NHS web site, including case studies and a useful video:

Pilning Surgery Patient Participation Group (PPG)

**The Pilning Surgery PPG are organising a public
presentation about Eye Conditions**

The speaker will be Optometrist Lynne Fernandes

**Lynne will talk about dry and watery eye, how to keep
your eyes healthy, what the common eye conditions are,
their symptoms and how they are treated for example:
cataract glaucoma macular degeneration amongst others.**

Date: Tuesday 14th May 2019

Venue: St Peter's School, Bank Road, Pilning.

Doors open at 7.00 p.m.

Presentation starts at 7.30 p.m.

Further information, contact:

**Albert George – 01454 632287, 07719533354 or email
albert.george475@btinternet.com**