

DECEMBER 2023

168 Parklands Medical Centre

168 Medical Group are delighted to announce that keys have been handed to them.

Staff are now busy kitting out the new premises in preparation for test clinics in December; two half days (12th AM and 13th PM) and two full days (19th and 20th).

Our first official day of operation is **Monday 8th January 2024**

From that date, patients can expect:

- To log requests in askmyGP in the usual way (no change)
- To call us with enquiries in the usual way (no change)
- A second reception desk available for enquiries at 168 Parklands Medical Centre, Anson Road, BS24 7PR

It is important to emphasise that 168 Parklands Medical Centre will be a “**branch**” surgery of our existing premises at 168 Locking Road.

For the first many months, it means that only a small part of our clinics will be held at 168 Parklands Medical Centre. This also means that patients registering with us are registering with 168 Medical Group and it means patients could be asked to attend appointments at either of our two locations.

Although patients may have preference of location, we can't guarantee to meet this every time if your medical need is urgent. For example, if you are due to see your own doctor to urgently discuss test results and that doctor is not at 168 Parklands Medical Centre for the next two weeks, you will be asked to see them at 168 Locking Road within days.



Vaccination data

Patients who were eligible for Covid and Flu vaccinations this year and have access to their medical records using either the NHS App or Patient Access, may have noticed that their vaccination records have not been updated yet. This delay is due to the system that the NHS has used this year to input data.

This is country-wide delay, but rest assured your vaccination data will be updated.

This issue with vaccination data does not affect your existing medical records held at 168 Medical Group as these are updated in real-time.

Shingles vaccinations

Following a recent media report, patients have contacted the PPG asking when they are eligible for their shingles vaccination as there is confusion between whether patients can ask 168 for the vaccination when aged 65 and above or 70 and above.

The NHS advice states three categories of patients “at higher risk of from shingles” that are eligible for the vaccination:

- All adults turning 65
 - The NHS guidance is that those aged 66 to 69 will be eligible on their 70th birthday
- Those aged 70 to 79
- Those aged 50 and over with a severely weakened immune system

The Practice will be completing data searches shortly to identify those eligible. Once the clinics have been organised, patients will be invited by the Practice.

Digital Workshops

168 are pleased to announce there will be another workshop in December. Following a record number of patients attending the last one, the Practice is looking to organise smaller group sessions to ensure everyone gets their questions answered.

More details to follow.

Look forward to seeing you there.



Welcome Pack and Patient Charter

The PPG have been working with 168 Medical Group on developing a Welcome Pack and a Patient Charter explaining your rights and responsibilities. These will be available shortly to read on the PPG noticeboards in all waiting rooms and on the website.

Staff title abbreviations

Some patients have asked the PPG what the following abbreviations mean and what these staff do:

- ANP; Advanced Nurse Practitioner, is a qualified nurse that has taken an additional level of education to Masters level. They often see more acute patients with chest / throat infections requiring antibiotics.
- MHN; Mental Health Nurse is a nurse that has specialised in seeing patients with Mental Health issues. If you are struggling our Mental Health Nurses are here to help you.
- HCA; Health Care Assistant who can carry out a variety of checks including; weight, height, blood pressure, blood samples, ECGs, Spirometry etc.

Our qualified nursing team run clinics including; asthma, diabetes, respiratory etc.

We hope this information is useful to you all.

Impact of Covid

The PPG and 168 Medical Group are very aware that some patients are still feeling anxious and concerned about Covid, especially as we head towards winter.

Although most patients have returned to the lives they led before Covid, for some this is not the case. For these patients they remain worried about Covid, its spread and variants, how it would affect them if they catch it and whether they can be vaccinated or not this autumn, as rule changes regarding vaccination causes continued confusion.

For those still worried about Covid these concerns are very real, brought on by age, anxiety or chronic illnesses which can cause vulnerabilities to Covid.

The JCVI (The Joint Committee on Vaccination and Immunisation) instructed GP's on who was to receive the spring Covid vaccination and are doing the same for the 2023 autumn vaccination programme.

Covid is now viewed as not the high risk to patient's health that it was in the early years of its existence and spread across the World. In fact the risk is now thought to be no worse to patients than the Flu.

Vulnerable and anxious patients are used to taking extra care during the flu season and this will now be the same for Covid.

Positive steps that you can take to help reduce the risk of catching Covid include:

- Washing hands regularly
- Not being embarrassed to wear a mask or face covering in crowded areas if needed
- Opening windows to allow fresh air into rooms
- Not attending 168 Locking Road or Parklands surgeries if you have symptoms of Covid
- If notified by 168 Medical Group that you are eligible for the Covid vaccination, booking an appointment at one of our vaccination clinics.

As even our most vulnerable patients begin to integrate back into a more normal life it is inevitable that contact with Covid will occur, helping to build up natural immunity as has happened with other infectious illnesses in the past.

If you are unsure if you meet the criteria for the covid vaccination this autumn please download the Immunisation Green Book. This lists all the cohorts that the JCVI have agreed are eligible.

You won't need to contact 168 Medical Group though until we contact you with an invite to book your appointment.

Check-in Machines

Patients are recommended to use the **Check-In Machine** located on the ground and first floor of 168.

Alongside the check in machine is a noticeboard informing patients of the location and room numbers of their clinician.

The touch screen machine is easy to use and will save time by avoiding the need to queue at the reception on the first floor.

For those preferring to check in manually or to talk about something else the reception on the first floor is always available.

Push Doctor

At busy times 168 Medical Group uses an online system called Push Doctor.

This involves patients having video calls with GPs, who are not part of our Practice. Continuity of care is not compromised, and patients will only be directed to Push Doctor if their medical problem can be resolved this way.

Furthermore, there is a safety net for patients, as the Push Doctor clinicians work directly in the surgery's systems. Any tasks requested by Push Dr of 168 are directed to GP Practice staff.



Medical Reviews

It is the Practice policy to carry out Medication Reviews on a yearly basis, in your birth month. When you are contacted please book an appointment as requested. Otherwise, the Practice might have to temporarily reduce your medication.

It is important

Whilst it is recognised that these reviews can seem to often and overlapping, the Practice also asks that patients continue to attend reviews: staying on top of the management of conditions has proven improved outcomes and means patients lead longer and healthier lives.

Monday rush hour

Following the weekend, where the Practice is closed, we recognise and understand that patients can come across issues which they then want to discuss with their GP on Monday morning when the Practice opens.

If your request is more routine and less urgent, you might get a swifter response by contacting the Practice after midday on a Monday, as we spend the morning reviewing and focussing on the most medically urgent cases.

Feedback on improvements and ideas

The PPG and the Practice welcome any ideas, suggestions and comments on anything that can lead to a better experience for patients.

If you have something you would like to share please feel free to contact the Patient Participation Group on bnssg.168ppg@nhs.net

Join the Patient Participation Group

Our Patient Participation Group (PPG) currently has a full complement of face-to-face members but are happy to welcome virtual members.

Please contact us on bnssg.168ppg@nhs.net if you are interested.

Volunteering

The Practice welcomes any offers from individuals to volunteer their time to our local community. You could help your fellow patients in accessing services, contribute to your local community and potentially even help other patients finding out about services that might be available.

According to Oxfam there are a number of reasons for volunteering. Here's just two of them which the PPG have picked to share with patients:

- It's good for your health
- You might meet new people along the way

If you are interested in giving some of your time, please email the Practice on bnssg.168enquiries@nhs.net

Keeping well this winter

Changes to our bodies as we get older mean that cold weather and winter bugs affect us more than they used to.

As we age, our immune systems become weaker and less able to fight off viruses. We gradually lose the muscle mass that helps us keep warm and moving about. And the cold makes health conditions harder to manage – it can even affect our hearts and circulation. The good news is that there's lots we can do to help keep ourselves well in winter.

Keep moving

Try not to sit still for more than an hour at a time. Even a little bit of activity now and then can help you maintain strength and mobility. This can be easier said than done. You might well have found that you're not feeling as fit as you did before the coronavirus pandemic started – if so, you're not alone. Lots of us are finding things we used to do less easy. The important thing is to do what you're comfortable with and build up slowly.

Eat well

It can sometimes be difficult to keep up the motivation to prepare meals. But it's good to try and keep to a routine where you can. The main thing to remember is that it's better to eat a bit of what you fancy – even if it's just a slice of cake – than to eat nothing. It's a good idea to keep your cupboards stocked with some basics just in case you can't get out to the shops – whether due to illness or bad weather.

Make sure your home is warm enough

Try to heat your home to a steady and comfortable temperature throughout the day. Close the curtains at dusk to help keep heat in. It's a good idea to keep your bedroom window closed at night when the weather is at its coldest.

Stop the spread of germs

As well as getting vaccinated, there are some other simple measures we can take to reduce the spread of illness – which is especially important this year. Regularly washing your hands with soap and water is one of the best ways to stop germs spreading. It's a good idea to keep some antibacterial gel with you when you're out and about, too.

You can also:

- catch coughs and sneezes in a tissue
- choose to wear a face covering in busy indoor spaces, like shops
- leave windows ajar to let fresh air circulate when meeting people indoors
- avoid close contact with people who are unwell.



Wrap up well and stay stocked up

Wearing plenty of layers is the best way to keep warm in winter. If you're heading out, make sure you take some extra layers, even if you don't need them immediately – the temperature can drop significantly when the sun goes in. It's a good idea to stock up on cold and sore throat remedies, too. Your pharmacist can give you advice on what might help if you're feeling under the weather.



Requesting Repeat Prescriptions

It has come to the PPG's attention that some older Apple mobile telephones may not continue to support the Patient Access App for much longer. Patients with affected mobile telephones are advised to use one of the following methods to order their repeat prescriptions:

- Use the NHS App
- Fill in the request form attached to their prescription and deliver to the box by 168 Medical's main entrance.
- Telephone, or visit, their nominated Pharmacy and ask them to request items on their behalf.

For those working in agriculture or farming

This is a call out to any of our patients, or more likely friends and relatives, working in agriculture or farming: **Have you heard about the Junction 24 Farmers' Health Clinic?**

This is an initiative to help you access a support network of peers in the farming community and get your basic checks like blood pressure, cholesterol and blood sugars.

It can be found on this website: <https://junction24ltd.co.uk/farmers-health-programme/>

Physio Service

The Practice has partnered with an external organisation to provide "First Contact" physiotherapy services working closely with our GPs, to respond to most of our patients' physiotherapy initial needs.

There are also other free support options:

- A website; <https://myjointhealthhub.bnssg.nhs.uk/>
- An app called "getUBetter" which is a free support app that we recommend to patients.

Our Clinical Team

GPs

Dr Abbey Adams (mat)
Dr Mohammed Alam
Dr Emily Boulton (mat)
Dr Ann Byrne
Dr Christopher Clarke
Dr Kate Fretwell
Dr Nicky Friend
Dr Kevin Haggerty
Dr Alice Hardie (mat)
Dr Jenny Hartley
Dr John Heather
Dr Holly Paris
Dr Charlotte Reddick
Dr Juan Wadey
Dr Katie Wight

Nurses

Helen Anderson
Sarah Cowlin
Bev Hemmens
Fiona Hooper
Andi Mackenzie
Helen Robbins
Caroline Shawyer
Chelsea Snelgrove
Marion Snelling
Magda Staszkiwicz
Jackie Walters
Robert Miller

HCA's

Emily Allsworth
Laura Fryer
Amie Pulsford
Tina Snelling
Suzanne Thorne
Claire Turner

ANPs

Karen Jarratt
Kate Springell
Amanda Henriques

Mental Health Nurses

Pauline Dean
Adam Sloan

Paramedic

Jayne Coombs

Pharmacists

Lisa Riddiough
Kirsty Millard

Physician Associate

Melanie Wedgbury

HCA: Health Care Assistant

ANP: Advanced Nurse Practitioner

How to contact us

Telephone	01934 624242 01934 628118
Email	bnssg.168enquiries@nhs.net
Website	www.168medical.co.uk
Address: 168 Medical Group 168 Locking Road BS23 3HQ Opening Hours: Mon-Fri: 08:00 – 18:30 Sat & Sun: Closed	
Address: 168 Medical Group 168 Parklands Medical Centre Anson Road BS24 7PR Opening Hours: Mon-Fri: 08:00 – 17:00 Sat & Sun: Closed	