

SEPTEMBER 2023

Flu and Covid vaccinations are due

Invites have gone out for all eligible 168 Medical Group patients, for both **Flu and Covid**. Here is some (hopefully) helpful information:

- All eligible patients will receive the same invite for both vaccinations but it may be that some patients will only receive one of the vaccinations – due to that patient’s eligibility.
- The Practice is issued with National guidance on which patients are eligible and it is therefore the Practice’s responsibility to ensure all eligible patients are invited.
- Vaccinations will be given at 168 Locking Road
- We are offering these two vaccinations as a combined appointment, so you only have to attend the Practice once.
- We are aware that other providers, such as pharmacies, are offering flu vaccinations also. For 168 Medical Group’s patients, we ask that you opt for the vaccinations with us, for two reasons:
 - Two vaccinations in one visit (pharmacy can only offer flu)
 - By choosing 168 Medical you are making sure the income goes towards funding the services we provide to our patients
- Your Covid vaccination is free of charge for you and is part of a programme to provide protection against Covid-19 and it may also help to reduce transmission of Covid-19 in the wider population.
- Flu vaccination is safe and effective. It's offered every year through the NHS to help protect people at risk of getting seriously ill. Flu vaccination is important because, while flu is unpleasant for most people, it can be dangerous and even life threatening for some people, particularly those with certain health conditions. The best time to have your flu vaccine is in the autumn or early winter before flu starts spreading. But you can get your vaccine later.
- Eligibility guidance for flu and covid can be quite complex and we ask patients to go online for further information and to check their eligibility.

The Practice would like to apologise for the confusion caused regarding the vaccinations. Having previously been instructed to deliver Covid vaccinations in October, the national guidance changed on 30 August and we were asked to start delivering Flu and Covid from the week commencing 11 September. The vaccination clinics start on 16 September onwards, on Saturdays.

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 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.

Digital Workshops

Following the Digital Workshops which were run earlier in the year it is planned to run more soon. The workshops are designed to help patients with the use of askmyGP and other online services and have the full support of the PPG.

The Practice will send text invitations to patients to allow them to book their place in advance, to avoid overcrowding.

We look forward to seeing you there



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.



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

Medical Reviews

There are many different types of medical reviews out there and it can be challenging to keep on top of them all, especially for patients with long term conditions such as diabetes or asthma.

The Practice recognises that sometimes the reviews seem to come around the same time and for almost identical reasons, hence the Practice is continuously working on improving the review frequency and amount, in order to minimise disruption on patients' lives.

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 as best possible: staying on top of the management of conditions has proven improved outcomes and means patients lead longer and healthier lives.

Care Home Hub has been shortlisted for a HSJ Award

We are really pleased to announce this fantastic news about the Care Home Hub: Dr Holly Paris and her team have been shortlisted for the HSJ Award for the Place-based Partnership and Integrated Care Award 2023



This is fantastic news for the Care Home Hub Team, Pier Health, One Weston Locality, BNSSG and of course our patients whom we are here to serve.

We are keeping everything crossed for Dr Holly Paris and her team.

168 Parklands Medical Centre

168 Parklands Medical Centre is nearly ready!

A few months ago we started sourcing and buying the equipment needed for the building and we have slowly been filling up a storage container with various items such as, waiting room chairs, coffee tables, filing cabinets and even an oven!

We are patiently waiting for formal “Practical Completion” where we receive the keys but as the builders and architects want to deliver an excellent building the finishing touches are taking a little longer than expected. Unfortunately, the most recent water test failed and we are therefore placing the “Practical Completion” date on hold, until we know more.

Partnership working

We are excited to confirm that when we open, our colleagues from Winscombe and Banwell Family Practice will also be seeing patients at 168 Parklands Medical Centre. Our Practices cover much of the same area and as we are all working together under the Pier Health Partnership, we believe the best service that could be delivered to our patients in the area would be to offer patients in the area a choice of surgeries, when they register.

Over time options are being looked at to provide additional services at Parklands and to make better community use of the building. These could include, Yoga classes, Ear Suction but nothing has been confirmed at the moment.

168 Medical Group will be operating on two sites

In order to operate the practice in a financially prudent manner, we will start small and then build the service offering over time.

In the immediate term, that means; Winscombe and Banwell Family Practice and 168 Medical Group will both be having one Doctor and one Nurse each, every day, as a minimum. Over time, we expect this will grow naturally as our patient population grows.

However, patients should also be aware that it may not mean that their appointment will be at the new premises, unless they are willing to wait of course. Equally, existing patients also need to be aware that in the future they might be asked to see their doctor on the new site.



New branch surgery address

The address of the branch surgery is 168 Parklands Medical Centre, Anson Road, Locking Parklands, Weston-super-Mare, BS24 7PR. Please note, at the time of this newsletter, we are aware that Royal Mail and Google Maps have not yet updated their records to show this address. The Practice is working with them to do so.

Travel

There will be good parking facilities with electric charging points and thanks to a major review of the bus network in Weston-Super-Mare it will also be served by a regular bus service. From the 3 September the current bus service 7 which runs from Worle to Hayward Village via the town centre will be extended to Locking Parklands with a bus stop close to the surgery. As this is a brand new development there are also excellent cycle and pedestrian routes.

We will keep you updated on progress with further updates to come.

Patient Charter

The PPG have been working with 168 Medical Group on developing a Patient Charter explaining your rights and responsibilities. This is attached at the end of the newsletter and will shortly be available on the website too

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.



Digital Support in North Somerset

Recently, we enjoyed the support of Healthwatch Bristol to increase the use of “digital” NHS services through a number of workshops. Following on from these workshops, we have been given this useful overview of Digital Support services in our area:

| Where | When | Contact |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Tea and Tech Wern and Alive Activities</p> <p>Abbots Leigh Banwell Clevedon Flax Bourton Locking BS24 8AR Pill Portishead Weston-Super-Mare Winscombe and Sandford</p> | <p>Dates and times vary depending on the venue.</p> <p>Free</p> | <p>Tina Huckle-Mills</p> <p>Phone: 07502641805 Email tina@wern.org.uk</p> <p>Bring your own device</p> |
| <p>Techno – Timid</p> <p>65 High Street Nailsea BS48 1AW</p> | <p>Wednesday, Thursday and Friday 9:30am – 12:30pm</p> <p>Free Drop in</p> | <p>Phone: 07934 291670</p> <p>Bring your own device</p> |
| <p>You can do I.T.</p> <p>Banwell Youth & Community Centre</p> | <p>Twice a month on a Thursday 2pm – 4pm</p> <p>Free group or one to one session</p> | <p>Please phone to check dates.</p> <p>Phone:01934 820442 clerk@banwellparishcouncil.org.uk</p> <p>Bring your own device</p> |
| <p>North Somerset Community Hub</p> <p>31 Alexandra Place Weston - super - Mare BS23 1QZ</p> | <p>A great course for beginners</p> <p>Free for Adults 19 plus</p> | <p>To reserve a place or find out more contact. Jo Wilkes Phone: 0738 5402956 Email:joanne.wilkes1@n-somerset.gov.uk</p> |
| <p>For all Healthy Living Library</p> <p>68 Lonsdale Avenue Weston-Super-Mare BS23 3SJ</p> | <p>Digital support</p> <p>Free</p> | <p>Enquire</p> <p>Phone: 01934 427 426 Email: info@forallhlc.org</p> |

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
Pauline Dean
Bev Hemmens
Fiona Hooper
Andi Mackenzie
Helen Robbins
Caroline Shawyer
Adam Sloan
Chelsea Snelgrove
Marion Snelling
Magda Staszkiwicz
Jackie Walters
Robert Miller

ANPs

Karen Jarratt
Kate Springell
Amanda Henriques

Paramedic

Jayne Coombs

Pharmacists

Lisa Riddiough
Kirsty Millard

Physician Associate

Melanie Wedgbury

HCA's

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

HCA: Health Care Assistant

ANP: Advanced Nurse Practitioner

Address:

[168 Locking Road](#)
[Weston-super-Mare](#)
[BS23 3HQ](#)

Opening hours:

[Mon-Fri: 08:00 – 18:30](#)
[Sat & Sun: CLOSED](#)



Telephone:

[01934 624242](#)
[01934 628118](#)

Email:

bnssg.168enquiries@nhs.net

SEPTEMBER 2023

What you can expect

Patients, you ...

- have a right to request registration with this practice if you live within the catchment area
- will have a named accountable General Practitioner (GP) to oversee your medical care
- will be treated with dignity and respect
- will receive privacy and confidentiality
- will be able to request appointments primarily through our askmyGP online service, or by telephone
- will be able to access your personal medical record online via the NHS App
- will be able to request face to face, video calls, and telephone or email consultations
- will be issued with repeat prescriptions within 72 hours
- will have access to disabled and baby changing facilities
- will have access to a chaperone should you wish
- will have access to a translator service should you need
- will have your concerns, suggestions and complaints listened to and acted upon in accordance with our practice procedures
- will be able to make complaints by emailing bnssg.168enquiries@nhs.net or using forms available at Reception

What is expected of you

Patients, you...

- are expected to be respectful to all members of staff at all times. Verbal or physical abuse will not be tolerated
- are expected to be considerate to all patients and their carers when visiting the practice
- are expected to respond in a positive and polite way to all questions asked by Telephone and Reception staff
- are expected to arrive for appointments 10 minutes before. If you are late the practice reserves the right to rebook your appointment for another day
- are expected to notify the practice if you are unable to attend an appointment
- are expected to only request a home visit if absolutely necessary and medically justifiable
- are expected to use one appointment for one person. If other family members require a consultation then they must have separate appointments
- are expected to provide contact details
- are expected to notify the practice if you change your name, postal address, email address or telephone number
- are expected to turn your mobile telephone off when in a consultation
- are expected to park sensibly, using the car park and to be considerate to local residents who live close to the practice.

