

Three Shires Medical Practice Newsletter

Winter 2018

Christmas and New Year Opening Arrangements



Firstly the doctors, nurses and staff at Three Shires Medical Practice would like to wish all our patients and their families a very merry Christmas and a happy New Year.

Over the Christmas and New Year holiday period, there will be some days when our surgeries will be closed. If you need a doctor during the Christmas and New Year holiday period, **please telephone 111.**

All four of our Practice surgeries will be closed on Tuesday 25th December, Wednesday 26th December and Tuesday 1st January.

Please make sure that you collect any prescriptions, preferably by the end of the day on Friday 21st December and no later than 12 noon on Monday 24th December. Please ensure medication is ordered by the end of 18th December.

Well Aware – Health and Wellbeing Information

Well Aware is a free service for people living in Bristol and South Gloucestershire, providing information on health, wellbeing, support and community resources. You can use Well Aware to find support for yourself or for a relative, friend or neighbour. Whether it is personal health services, a lunch club or social group, help around the home, dentistry, advice, counselling or any other form of support, Well Aware will have information on it. Their website can be searched for support for carers or for people with specific health problems and disabilities as well as culturally specific services. The website is www.wellaware.org.uk and their email address is infoservices@thecareforum.org.uk If you do not have internet access or email then please use the Freephone number 0808 808 5252 which is open Monday to Friday from 9.00am until 4.30pm.

Well Aware is part of the Bristol based charity The Care Forum which is a health and social care voluntary organisation providing a mixture of frontline services and support to individuals, groups and organisations.





CQC Inspection

We had our second routine inspection by a team from CQC in November 2017. We were asked to improve/ update our fire risk assessment across our premises, and following a re-inspection in July 2018 we are pleased to report that we have been rated overall as **GOOD**.

Medication Reviews

Having your medication reviewed is not only important to you but allows the NHS to operate effectively. Medicine that patients don't use, costs the NHS more than £300 million each year, so regular reviews ensure that you are only prescribed what you really need. Regular reviews help you keep on top of any concerns you may have or any changes that may be reducing the effectiveness of your medication. It gives your GP or nurse practitioner the opportunity to check if you are taking medication correctly or to make appropriate adjustments. It gives you the chance to mention any side effects that medication may be having. If you have been on the same medication for some time, changes can take place which reduce their effect. By keeping medication regularly updated and reviewed you can ensure medications are working as they should. In some cases it may be that you no longer need a medication or it might be necessary to increase or reduce the dosage. Please take note of the top of your repeat prescription form if you are asked to book a medication review; please book an appointment before you request further prescriptions.



Confidentiality at the Reception Desk

Protecting patient confidentiality is an important issue we take very seriously. Unfortunately, the reception desk is in the waiting room area and it is difficult to talk to the receptionist without being overheard. So if you are waiting please give the person ahead of you space. If you want to speak to the receptionist confidentially, please just ask and they will arrange a private room.

If at any time you do not feel comfortable discussing things with the receptionist just say you would prefer to talk to the doctor or nurse.

Staff Changes

We said good bye to Kirsty Jerwood and Brenda Grimshaw and welcomed Lisa Birleson to Marshfield Surgery and Justine Beeley and Trish Campbell to Colerne Surgery.

SIMPLY MAKE IMPROVING LIFE EASIER (SMILE!) A New Well Being Service for Three Shires

Sometimes life can feel tough, particularly if you're feeling tired, rundown, anxious, pressured, pained, empty and/or depressed, (TRAPPED) and it is a struggle to do the simple things that make a difference.

However with a little help we can all be happier and healthier

Really Well Being



Let's bring out the best.

- when we sleep well to feel rested and refreshed,
- move well to enjoy exercise with ease,
- eat well and feel nourished without regret,
- work well to achieve what really matters,
- relate well thereby nourishing harmonious relationships,
- live well to balance life's challenges
- and relax well to simply enjoy being who we are.

Dr Ashish Bhatia is a founder member of Really Well Being, an organisation dedicated to bringing out the best in us all. He is a gentle GP based in the Bristol / Bath area with 20 years' experience working in the NHS, holistic health (such as meditation, motivation and yoga) and education at Bristol Medical School. His work is evidence based.



Starting from where people are in their lives, he helps people either in groups or in one to one sessions to develop qualities such as acceptance, mastery, autonomy and purpose each of which are fundamental to healthiness and sustained deep happiness. Dr Ashish aims to act as a guide as we explore what really matters in our lives, developing useful life skills and healthy habits to enhance well-being.

Dr Ashish already offers free group sessions at the Pucklechurch surgery. He says "I realise that meeting others... can feel challenging so I am supportive and make it easy. Our sessions are relaxed, adaptable and held in safe environments. Whatever matters to you and wherever you begin, Really Well Being can help you bring out the best in yourself." Dr Ashish says that "every problem is simultaneously an opportunity" and his aim is to guide people to come out of group sessions stronger and more empowered than when they came in. He says "If you would like some help to bring the best out of yourself, whoever you are and wherever you begin, this new Well-being service could be for you".

Dr Ashish can be contacted at ashbeing@gmail.com and his website is www.Reallywellbeing.com ; or your GP may suggest referral to the service that Dr Ashish is offering if they feel this might be helpful to you.

Patients Who Did Not Attend (DNA) Their Appointment

A big thank you to all our patients who let us know if you cannot keep an appointment that you have made. It is so important that you let us know as it means that other people who need to see a doctor or nurse can take that appointment. Many patients have told us that having appointments texted to you and receiving a reminder a day or two beforehand has been very helpful.

In a 3 month period (August – October 2018) we had 592 DNA's across the Practice. This was 5% of all booked appointments, and represents a cost of approximately £8,000 to the NHS as well as wasted opportunities for other patients to be seen.

If you need to cancel an appointment please contact the surgery that you are due to attend as soon as possible.

Telephone Numbers That May Be Useful

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| Age UK South Gloucs | 01454 411707 |
| Age UK Wiltshire | 01380 727767 |
| Alcoholics Anonymous | 0800 917 7650 |
| Alzheimer's Society Bristol & South Glos | 0117 961 0693 |
| Alzheimer's Society North Wiltshire | 01249 443469 |
| Care Forum | 0117 965 4444 |
| Carers Support Centre Bristol & S Glos | 0117 965 2200 |
| Carers Support Wiltshire | 01380 871690 |
| Childline | 0800 11 11 |
| Chippenham Hospital | 01249 447100 |
| Citizens Advice Bureau | 03444 111 444 |
| Domestic Violence National Helpline | 0808 200 0247 |
| Dorothy House Hospice Winsley | 01225 722999 |
| Macmillan Cancer Support | 0808 808 0000 |
| NHS Smoking Helpline | 0300 123 1044 |
| Pregnancy Advisory Service | 0117 3426824 |
| Relate Avon | 0117 942 8444 |
| Relate West Wiltshire | 0300 003 1781 |
| Samaritans | 116123 / 0117 983 1000 |
| Silverline | 0800 470 8090 |
| Social Services (South Gloucs Adults) | 01454 868007 |
| Social Services (South Gloucs Children) | 01454 868008 |
| Social Services (Bristol Adults & Children) | 0117 922 2700 |
| Social Services (Wiltshire Adults) | 0300 456 0111 |
| Social Services (North Wiltshire Children) | 01249 707900 |
| Southmead Hospital | 0117 950 5050 |
| St Peter's Hospice | 0117 915 9400 |
| United Bristol Healthcare (BRI) | 0117 923 0000 |
| Well Aware | 0808 808 5252 |

(As at August 2018)