



Three Shires Medical Practice Newsletter

Spring 2018

Easter Opening Arrangements

It seems only a very short time ago that we were wishing you a merry Christmas and a happy New Year. With Easter being quite early this year doctors, nurses and staff at Three Shires would like to wish all our patients a very happy Easter. Over the Easter holiday period, there will be some days when our surgeries will be closed.



All four of our Practice surgeries will be closed on Friday 30th March and Monday 2nd April.

All our surgeries will close for routine matters and medicine collection by 5.30pm on Thursday 29th March so please make sure that you collect any prescriptions, preferably by the end of the day on Wednesday 28th March, and order medication by Monday 26th March if needed before Easter.

If you need a doctor during the Easter holiday period, **please telephone 111.**

Unwanted Medication

The best way to dispose of both prescribed medication and medicines bought from a pharmacy that are no longer needed is to return them either to your local surgery or a local pharmacy. It is best to return unwanted medicines in their original packaging when possible as some medication needs special handling. Please never dispose of medicines down a sink or toilet or with waste that is taken away by refuse collectors because they can become a hazard both to the environment and the water supply.



One of the principal reasons that we only issue prescription medication as a one month supply is to reduce the amount of medicine which is currently not used and therefore wasted.

Travelling This Summer? New Advice from the Practice

As you will be aware, GP surgeries are working under increasing pressure and have to prioritise services they provide. We have offered a free full travel service until recently, but as we receive no funding for this service and it is very time consuming, regrettably it has been withdrawn.

We will therefore no longer offer private travel vaccinations, malaria tablets or a full travel assessment service. To ensure that you stay as healthy as possible on your travels, please follow these simple steps:

1. The NHS Fit for Travel website at www.fitfortravel.nhs.uk gives all the information you need to identify any vaccines advised for trips abroad. Sometimes a course of up to three vaccinations will need to be given over the course of several weeks. Select the country you are visiting from the 'destinations' box on the left and read the 'Advice for all Travellers' information, following links in blue. This will give you detailed information about health risks abroad such as insect bites, sun-exposure, contaminated food and drink. Advice is also given about visas and health insurance. Check 'Courses and Boosters usually advised', your own vaccination history, information about malaria and the 'vaccinations sometimes advised sections'. Read the entire section 'other health risks' which contains further up-to-date information about your travel destination, including current outbreaks, risks, etc.

2. At least three months before departure contact a high street travel clinic, (we suggest Nomad Travel, STA Travel, The Medical, BMI Healthcare or Masta at Hathaway Clinic Chippenham, please see the Practice website for their contact details). To obtain your vaccinations, book an appointment at a high street travel clinic. There will be a charge. If you prefer to have all your vaccinations done at these clinics, they can also give the NHS vaccinations but they will charge for these as well.

3. The Practice will ONLY be able to offer a limited list of vaccines free of charge, these are listed below. These must be administered by a nurse in a specific travel appointment at the surgery. 6 weeks' notice is required and appointments are subject to availability. You will need to complete our 'Travel Risk' assessment form, available from reception or the Practice Website.

Vaccines available:

- Diphtheria, tetanus & polio (combined) – booster required every 10 years (for travel purposes only)
- Hepatitis A - if you have previously had two vaccinations, you are covered for 25 years (from the 2nd dose)
- Typhoid - booster required every 3 years (for travel purposes only)
- Cholera medication is available on the NHS, but not commonly required.

For more detail see our website www.threeshiresmedical.co.uk and click on the travel vaccinations tab.

Care Quality Commission Inspection

We had our second routine inspection by a team from CQC in Nov 2017.

We are pleased to report that we have been rated overall as GOOD. We were asked to improve/ update our fire risk assessment across our premises, which have largely been done. We will have a limited re-inspection in July to check that the recommendations have been followed.



The full reports are accessible from the CQC website:

<http://www.cqc.org.uk/provider/1-199759285>

Dr Richard Greenway, Managing GP Partner

2/3/2018

New Patients

If you live within our Practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address which you will need to prove with a utility bill: we will also need photographic ID, i.e. passport or photo driving licence. We ask you to complete a registration form and a health questionnaire which will give us useful information while we wait for your medical records to arrive from your previous doctor. If you have been working or studying away from home, please make sure that you have full registration with the Practice and that you are no longer registered as a temporary resident.



Patient Participation Groups (PPGs)

For several years Three Shires has had a Patient Reference Group which the Practice contacts and consults occasionally around particular issues. For some time we have wanted to develop the reference group into a Patient Participation Group.



Every GP Practice is expected to have a **PPG** and more than half the GP Practices in South Gloucestershire now have such a group whose overall aims are to support and enhance the work of their Practice. Once they have been set up, it is usual for **PPGs** to be run by patients. They are a route for patients to advise and inform the Practice on what matters most to patients and to help identify solutions to problems. Members of **PPGs** must be willing to

think about the wider patient interest and not their own personal concerns and will work closely with members of the Practice Team.

The most effective **PPGs** have clear ideas about what they want to achieve. Examples of what has been achieved by other local **PPGs** in South Gloucestershire include improving a Practice reception and waiting area, improving patient/Practice communication, developing support for carers, involvement in health promotion events and meeting patients in Practice waiting rooms to find out what matters to patients in the Practice.

An initial meeting for our new Patient Participation Group will be at 6.00pm on Tuesday 17th April at Pucklechurch surgery and we are looking for people across all four of our surgery areas who would be interested to represent patient interests. Mike Hatch, a Pucklechurch patient, has expressed interest in helping to set this group up. Please contact him if you would be interested to attend the meeting or would like more information. He can be contacted by telephone, 07808020745 or by e-mail mike.hatch67@btinternet.com.

Staff Changes

We said goodbye to Hilary Lavender based at Marshfield and welcomed back to the Surgery Lucy Pankhurst.



Telephone Numbers That May Be Useful

Age UK South Gloucs	01454 411707
Age UK Wiltshire	01380 727767
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
Carers Centre Bath & NE Somerset	0800 0388 885
ChildLine	08000 11 11
Chippenham Hospital	01249 447100
Citizens Advice Bureau	03444 111 444
CRUSE (Bereavement)	0117 926 4045 or 0808 808 1677
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
Relate Avon	0117 942 8444
Relate West Wiltshire	0300 003 1781
Royal United Hospital Bath	01225 428331
Samaritans	116123 / 0117 983 1000
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 (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 December 2017)