

Heywood Family Practice Newsletter

June 2021

Welcome to the Heywood Family Practice Newsletter.

This Newsletter is produced 3 times per year in March, June and December and allows us to share general Practice information and advise you of specific surgeries and clinics.

In order to ensure that all future editions of the Newsletter contain information that **you** would like to see included, please feel free to contact me with your suggestions (my contact details are shown on the back page).

In our "Focus" section this month, I have included details about how we are operating and covid vaccinations. A full list of the services we offer can be found on page 3.

Richard Harrison
Practice Manager

Arrivals /Departures

Troy Wilson First Contact Physiotherapist joined us over the pandemic. He works at our practice on Thursdays and is part of our Primary Care Network employed staff. These appointments are bookable via the GP after discussing with them.

Denise Riddell joined us in November 2020 in our results team. She has settled in well and enjoying her time with us.

Terri Vanstone our new PCN employed Pharmacy Technician started on 7th June 2021. She will be shared with Harbourside Family Practice. She will work at our practice on Wednesday pm, Thursday and Friday. We welcome her to the team.

Due to the pandemic we didn't get a chance to officially wish Brenda Herring all the very best. She retired from Heywood in May 2020. We wish her a wonderful retirement and miss her tremendously.

Lianne Whewall left us in December 2020 after many years service at the practice. She has been greatly missed. We wish her all the very best for the future.

Sad news Dr Jessica Buchan will be moving on to other things and will be leaving us on 23rd July 2021. We wish her luck in her new role.

Continuous Improvement

As you would expect, we continually look for ways to improve our services. Feedback is an important part of this process and we welcome any suggestions that you might have. There are various ways in which feedback can be provided, such as; the Friends and Family mini surveys which can be accessed in the Practice or via our website.

In addition, there is also the National GP patient survey, which is issued to home addresses direct from NHS England.

There are also comments/suggestions slips in the entrance of the practice.

Alternatively, I am always happy to receive direct feedback about any aspect of the Practice, either verbally or in writing (including via e-mail).

Focus on how we are operating appointments and Covid vaccinations

We are trying to maintain as open a service as possible whilst maintaining social distancing. For this reason, the doctors are still telephoning all patients first, but if patients wish a face to face appointment, or the doctor feels they need to be seen in person, we will then offer them a time to come in, usually on the same day. If you have symptoms of covid-19, we ask you to arrange a test using the NHS 119 service. We still have a marquee in the rear car park for assessing patients who may have Covid-19 infection.

We have found that many of our more tech-savvy patients appreciate the ability to send us photos on their mobile phones, so for example, if you have a rash, the doctor can text you a link to do this. If you are not able to do this, we will arrange for you to be seen in person. Video consultations are also possible.

Our core working hours are 8am to 6.30pm. For people who find it difficult to speak to a doctor or attend the surgery between these hours, we are offering some appointments at 7.30 and 7.45am, and also 6.30 and 6.45pm.

We are fitting contraceptive implants and coils, these require a telephone consultation first and in these cases we will probably not see you on the same day as they require longer appointments.

Chronic disease reviews with the Nurse, such as for diabetes, asthma and COPD are mainly conducted on the telephone. However if you would like to see the Nurse face to face, please let the receptionist know. We also offer smoking cessation counseling by the telephone. We are doing routine blood tests on Monday to Thursday mornings, as well as other clinical procedures requiring face to face contact.

We have been active in the covid vaccination programme and have been very pleased with the response of our patients in coming forward for the vaccine. We have also had many positive comments about our vaccine surgeries, many of which we have done on Saturday mornings. We have offered many vaccine sessions at the Heywood surgery for the Astra Zeneca vaccine, though the Pfizer vaccine is being given in Portishead. We have also visited our housebound patients to vaccinate them in their own homes, and been to a local care home to vaccinate residents and their carers. For the next few weeks, our patients will be vaccinated at the Harbourside Practice in Portishead, or they can choose to go to a mass vaccination centre if they prefer. We are still waiting to hear about further boosters in the autumn.

Gerry from "We are with you" 01934 427940 www.uk-rehab.com – Drug and Alcohol counselling will resume some face to face appointments at the surgery shortly.

Services we offer:

Asthma Clinic

Asthma patients are reviewed regularly by an Asthma Nurse but patients may contact her directly at the Surgery if they have a problem.

Blood Testing Clinic

These clinics are held each day Monday to Thursday mornings. We are unable to offer blood tests after 3.00pm, due to the lab pick up collection times.

Chaperones Available

If you would like a chaperone present during your consultation, then please advise the receptionist when booking your appointment or when checking in.

Child Health Immunisations

Infant development is monitored by Health Visitors and the Doctors. Children's immunisation sessions are held at the Surgery every Tuesday between 1.00pm and 2.30pm.

Contraception/Family Planning

You can see your doctor during surgery hours for a full confidential service. We offer a full service including fitting coils and implants

Counselling

Referrals are made by our doctor to see the counsellor who holds sessions in the surgery. These sessions are to help resolve stress and anxiety symptoms.

Diabetes Clinic

Diabetic patients are reviewed regularly by the Diabetes Nurse; patients may contact her directly at the Surgery

Health Promotion Clinics

Support to stop smoking
Heart & Stroke Prevention
Support with Weight reduction
Hypertension
New Patient Checks
NHS Health Checks (if over 45)
Carers Checks

Maternity Care

Please make arrangements to be seen early in pregnancy. Antenatal clinics are held by the Community Midwife here at the Surgery every Wednesday morning.

Minor Surgery

Minor Surgery appointments can be made after discussion with your Doctor and must be pre-arranged.

Travel Advice

Please read the document [Advice for travellers](#) available on our website or from reception (as soon as you know your date of travel). We strongly advise you to check your requirements at least 3 months before you travel. Please note if you need any of the vaccinations which are provided on the NHS (in bold in the document) please make an appointment with the practice nurses bringing with you a printout of the relevant Fit For Travel information.

Contacting the Surgery:

Surgery phone lines are open Monday to Friday from 8am to 6.30pm

Reception/Appointments – 01275 372105

Available Monday to Friday between 8am – 6.30pm

This is the main Surgery line and is extremely busy between 8am and 11am, particularly on a Monday or the day after a Bank Holiday. Therefore, unless you are calling for an urgent, same day appointment or a home visit, please avoid these times if you can.

Results – 01275 377982 – Available Monday to Friday **from 10am – 3pm only**

If you call outside of these times or where a Results Co-ordinator is not available to take your call, please leave a message and we will respond within one working day.

Practice Secretaries – 01275 377980

Practice Manager – Richard Harrison – 01275 377988

Out of Hours – 111 – When the Surgery is closed please call this number for urgent medical attention.

Other Useful Numbers

- Community Nurses	01275 547532
- Bristol Royal Infirmary	0117 9230000
- Southmead Hospital	0117 9505050
- Bristol Royal Hospital for Children	0117 9276998
- Clevedon Hospital Outpatients	01275 872212
- Clevedon Hospital X-ray Dept.	01275 342571

And finally.....

- Please remember to let us know if you have changed your telephone number or any other contact details.
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- If you haven't given us your ethnicity details and would like to please also let us know.
- We are offering carer's checks. Please contact Wendy Middlestorb via the main practice number or see our website for more information.
- Some extended hours appointments/telephone appointments are available before 8am and after 6.30pm. See our website or call reception for more information