



THE MERRYWOOD PRACTICE BULLETIN – NOVEMBER 19

SIGN UP TO RECEIVE E MAILS FROM THE PRACTICE AND WE WILL E MAIL
YOU OUR MONTHLY E BULLETIN

STAFF NEWS

- Welcome to Sally who has joined our admin team
- If you are currently registered with Dr Pietersen you will be allocated a new doctor when she retires on 31.12.19. Most of her patients will automatically be allocated to either Dr Stone, Dr Mayes, Dr Elkins or Dr Buckman. Please let reception know if there is one of these doctors you would particularly like to be registered with and we will do our best to accommodate your wishes

FLU SEASON

Time for your Flu jab!

If you are aged over 65 or have a long term condition such as diabetes, you are eligible for a FREE flu jab. Phone reception now to book an appointment.

**STAY WELL
THIS WINTER**

SELF CARE

At this time of year it is important that everyone tries to manage minor illnesses without asking to see a doctor.

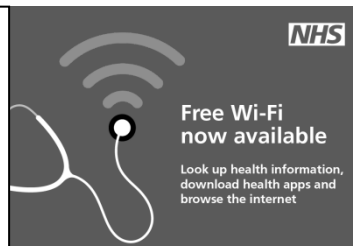
There are lots of benefits to self-care.

- **Quicker** - no need to wait for a GP appointment. You can buy the medicines you need over the counter at your local pharmacy or supermarket and have them ready to use at home.
- **Easier** - many treatments can be bought at your local pharmacy or supermarket, without the need for a prescription often for much less than a prescription charge.
- **Simple** - advice and information about self-care is widely available online. You can also call into any pharmacy for advice on the best treatment for your minor illness.
- **Considerate** - self-care helps relieve pressures on GP practices, A&E and could potentially save the NHS around £136m every year.

You can also pick up a self care pack from reception which has lots of useful information about managing minor illnesses and what medication to keep at home over the winter

Remember, if you are worried or your symptoms get worse or persist you can still make an appointment to see a doctor or come to Open Surgery

We now have WiFi in the waiting area. Search your available networks & select NHS WiFi and off you go!



We have updated our **website** and it is looking really special – it is now much easier to access the information you need – check it out and let us know what you think

<http://www.merrywoodpractice.nhs.uk/>

Primary Care Networks (PCN)

All practices must belong to a PCN from 01.07.19. Practices will work together to deliver services across the network. Our PCN is called **SWIFT** and includes The Merrywood Practice, Crest Family Practice, Bedminster Family Practice, Armada, Hartwood Healthcare, Hillview Family Practice, Lennard Surgery and Grange Road

SPEAR - SOCIAL PRESCRIBING AT KNOWLE WEST HEALTH PARK

SPEAR

Social Prescribing for
Equality and Resilience

Social Prescribing is about improving your health and social, physical and emotional wellbeing. SPEAR offer a free confidential 1-1 service. The support will enable you to access social or community activities or resources in your

local area. We can support people who feel socially isolated, low in confidence or self-esteem, feel depressed or low, high anxiety, carers, are bereaved, or just want to try something new. Telephone SPEAR on 0117 377 2255 or email kw.socialprescribing@nhs.net to find out how you could benefit from social prescribing



CHANGES TO HOW YOU CAN REQUEST YOUR REPEAT MEDICATION

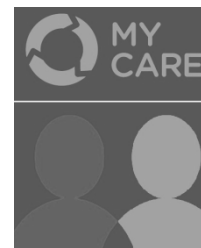
You are NO LONGER able to use local chemists or on line chemists to request your medication. You will still be able to arrange for a high street or internet pharmacy to **COLLECT** your repeat prescriptions from us and **DELIVER** medication to your door. However, you will need to order it from us yourself first, and tell your pharmacist when it is ready for collection.

ASK AT RECEPTION ABOUT HOW TO GET SET UP ON PATIENT ACCESS SO YOU CAN REQUEST YOUR MEDICATION ON LINE

MONTHLY DATA – Oct 19

- On average 26 people attended Open Surgery and on average waited 55 mins to be seen
- On average patients waited 31 minutes for a doctor to phone them back with advice
- On average patients were seen within 17 minutes of their appointment time
- On average the wait for a routine appointment was FOUR working days
- 164 patients DID NOT attend a doctors' appointment they had booked
- 236 patients DID NOT attend a nurses appointment they had booked

FACEBOOK & TWITTER You can keep up to date with practice news by liking us on Facebook and following us on Twitter



Continuity of Care

We are continuing to work with One Care to ensure that whenever possible, patients get to see their usual doctor

It is always best that you see your usual doctor who knows you well and understands your health needs, even if this means waiting a little longer.

Friends and Family Test Feedback October 2019



67%



0%



0%



33%

67% of patients would recommend us to friends and family!

THANK YOU!

Thank you to all our patients who have worked with us and not requested same day appointments or advice after Open Surgery has finished. In October 19 we have been able to offer over **150 extra routine** appointments as a result of this



change!



CARERS If you look after someone who could not manage without you, you are a carer. Pick up a carers pack at reception for details of the support that is available to you