

## October 2021 Patient Newsletter

Welcome to the October 2021 edition of our patient newsletter.

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### Your local NHS primary and community care services and the expanding Mendip Vale team

#### The Mendip Vale in-house team

Over the past couple of years we have benefited from a nationwide scheme to increase capacity within primary care. As a result we now have an ever expanding multidisciplinary team of clinicians and other professionals working alongside our GPs and Nurses. Front line Patient Coordinators navigate patients to the most appropriate expert in the team who can deal with your particular issue: this is why we ask you to give us brief details of what you are calling us about.

#### The GP and Nursing team

In the days of "Dr Finlay", general Practice was all about GPs. Since then, Practice Nurses have become part of the bedrock of primary care and now have a key role in looking after patients with long term conditions such as asthma and diabetes, as well as doing adult and childhood immunisations and wound dressings. The Nurses are supported by a team of Healthcare Assistants who carry out a range of tasks such as blood tests, spirometry, ECGs etc.

#### Acute Practitioners

These advanced and highly trained prescribing clinicians work alongside GPs to deal with a wide range of conditions. They work as a key part of the Urgent Care team and also support our patients in care homes.

#### Clinical pharmacists and the medicines management team

Our clinical pharmacists work alongside the GPs to help patients by making sure their medications are safe and are working well for them. They are supported by a team of dedicated Prescription Clerks who deal with patients who phone in with queries about their medication. The clinical pharmacists, prescription clerks and the team of dispensers working at the Langford Surgery Dispensary form our Medicines Management team.

#### First Contact Physiotherapists

Our expert First Contact Physiotherapists (FCPs) help patients with musculoskeletal problems. Patients can directly access assessment, diagnosis and management of a range of musculoskeletal problems including new sprains, strains and pains involving muscles, nerves, bones and joints by booking directly with our FCPs.



## Social Prescribing Team

We now have an in-house team of Social Prescribers, professionals working alongside GPs to help patients find ways of improving their health and wellbeing. Many things affect health and wellbeing and a patient may speak to the GP or nurse about feeling isolated or lonely, being stressed out by work, money or housing problems. Sometimes the stress of managing different long-term conditions can also get people down. Such patients can now be referred to one of our Social Prescribers who will contact the patient and work with them to find practical solutions that will help them deal with their particular life circumstances.

How Mendip Vale works with other healthcare providers to support our patients

### Community pharmacy consultations

Whilst not part of our in-house team as such, we regard the pharmacists running local community pharmacies as an invaluable and highly professional adjunct to our team.

### Sirona Care & Health

Community nursing services for both adults and children are provided by our colleagues at Sirona. Their services include supporting housebound patients and providing specialist community based services such as continence, Parkinson's, home oxygen.

### Calling 999 and NHS 111

999 should be called in a medical emergency. NHS 111 is available 24 hours a day, 7 days a week and can help if you have a medical problem and don't know what to do.

## Patient Access

We recognise that problems are being faced by patients in contacting Mendip Vale and so we have made the following improvements to support our patients when contacting the surgery. These have been discussed fully with the Patient Participation Group (PPG).

- The initial message that patients hear when contacting the surgery has been shortened to just over one minute.
- Four options have been included in the initial message and callers can divert to separate teams for medication queries, test results, referrals, and appointments.
- Once the message has been completed, callers are now being told where they are in the queue at regular intervals.
- Patients requiring blood tests can now book their appointments online.
- Six additional responders have been employed.
- There is an additional 20 call lines available for patients.
- Patient Coordinators are now able to offer appointments that are face-to-face with a GP where the circumstances justify this or when the patient requests this as an alternative to a phone appointment.
- A specific contact has been set up for all Covid related calls.

### How we are monitoring progress in improving access and wait times...

Our monthly call figures will continue to be monitored jointly with the PPG in order to see if the actions taken are having a positive effect on how successfully our calls are being answered.

**The key pressure period is the first hour of the day. Patients are encouraged to avoid this first hour for all non-urgent issues.**



## Exciting news for Coniston Medical Practice and Mendip Vale Medical Group!

From Friday 1 October Coniston Medical Practice formed a partnership with Mendip Vale Medical Group. There will be no changes to you, our patients, you will continue to receive general practice services as normal and patients can continue to access their practice as they always have done.



# Mendip Vale Medical Group

Your Health, Your Care, Your Medical Group

[www.mendip-vale.co.uk](http://www.mendip-vale.co.uk)

## Staff Update

We welcome Dr Laura Layzell our new GP Partner at Yatton, and Dr Lucy Matthews our GP Partner at St Georges Medical Practice.

Dr Layzell will be looking after some of Dr Partridge's patients at Yatton since he left Mendip Vale.

## Vaccination Clinics Autumn 2021

Please keep an eye on our website <https://www.mendip-vale.co.uk/> for all updates on our Flu and Covid vaccination clinics during Autumn 2021. Updates can be found under the 'News' section on our website.

## Online consultations at Mendip Vale Medical Group

A reminder that we are now offering online consultations using eConsult. Patients can submit symptoms, medication or administrative queries online via a form linked to our website. The service is available during Practice core hours (08:00-18:30 Monday to Friday) although during the out of hour's period patients can still use it to access self-help resources online.

If you are asking the Practice for help about a specific medical condition we strongly recommend that you use the option "I want help for my condition" rather than the "general advice" button. This will give you a shorter and more targeted online form to complete and gives the clinician the most relevant information so that he or she can help you.

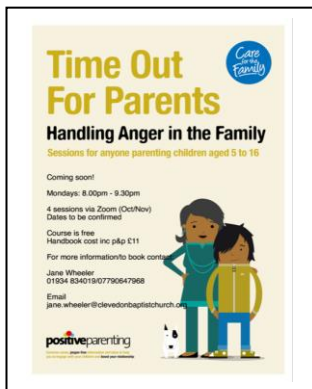
Using the "I want administrative help" is a very efficient way to request sick notes and test results and get help with other administrative matters, saving you time.

When an eConsult is received, Patient Co-ordinators at the Practice allocate the query to the most appropriate pathway in the same way as if the patient had phoned the Practice. This may mean a text reply, a booked phone, video or face to face consultation with a GP, an appointment with a nurse or a referral for a consultation with a community pharmacist.

## Handling Anger in the Family

Sessions for anyone parenting children aged between 5 years to 16 years.

For more information please contact Jane Wheeler – contact details can be found in the posters to the right.



## We Want To Hear From You!

We would very much like to involve our patients in this newsletter – after all, it's written for you and for your benefit! Please send us your suggestions for future topics, your good news stories and also feedback on how we're doing. We are continually looking to turn our patients' feedback into real improvements in the services we provide. Contact us via the means outlined below or visit our website <https://www.mendip-vale.co.uk/patientfeedback>

**By email:** [mendipvale.scanners@nhs.net](mailto:mendipvale.scanners@nhs.net)  
**By phone:** 01934 839820  
(or 01275 873588 if you live in the Clevedon area)  
**By post:**  
Mendip Vale Medical Group,  
Pudding Pie Lane,  
Langford, Bristol BS40 5EL

