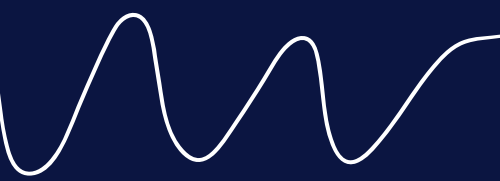




APRIL NEWSLETTER

WHAT'S NEW?



Become a member of our PPG

Our patient group members are volunteers who provide feedback and ideas to help improve our facilities and services for the benefit of everyone.

WELCOME TO THE TEAM

Recruiting GPs is extremely difficult at present, particularly in Somerset where there are currently dozens of GP vacancies. Despite this we have now successfully managed to recruit two new GPs to the team.



DR. MOSUNMOLA SHOFILE

Dr. Shofile will be working across both practices providing face-to-face and telephone consultations.



DR. ILONA ZAKARE

Dr. Zakare will be working across both practices providing face-to-face and telephone consultations.

CALL BACK OPTION

The practice is working with our telephone provider to implement a call-back option for patients.



HOW DOES IT WORK?

When you call in to the surgery and you have selected the appropriate option, if your position in the queue is greater than number 5, you will be asked if you would like a call-back rather than having to wait in a queue.

If you select the call-back option, you will be asked to confirm your number and you will then be able to end the call.

Once you then reach position number 1 in the queue the system will call you back. The system will only attempt to call you back once.

What if I miss the call?

The system will only attempt to call you back once. Please contact the surgery if you have missed your call-back.

Will I be charged?

There will be no charge to you for using the call back option.

When will this be available?

We hope to have this option implemented by the end of May. Please continue to contact the surgery as normal.

BENEFITS FOR PRACTICES

- Support practice resilience and flexibility including remote working, home working, hub working and alternative locations.
- Support the practice to manage large workload and demand.

BENEFITS FOR PATIENTS

- Reduce call waiting times and improve patient experience.
- Support continuity of care for patients e.g. with automated redirection of incoming calls to hubs, alternative locations and out of hours sites.
- Improve patient experience and access for example with an automated attendant.

ASTHMA ANNUAL REVIEW

We have reviewed our annual asthma review process and amended it for your convenience. Patients will now receive a short questionnaire regarding their asthma control.



WHAT'S CHANGED?

It is vital that every year we assess your asthma symptoms as part of your annual review. For your convenience we are making the process easier than ever.

For patients who consented to our text messaging service we may ask you to complete a brief questionnaire. This will allow you to update us on your current symptoms, how you're managing your asthma and if you require additional support.

If you do not wish to complete a questionnaire, we still advise booking an appointment with a respiratory nurse.

WHAT HAPPENS TO MY RESPONSES?

Your responses will be reviewed by our long-term condition team. Based on your answers, they may ask you to book a face-to-face asthma review with a respiratory nurse.

Checking your inhaler technique

Using your inhaler in the right way makes a big difference to how much medicine gets into your airways where it's needed. If you are using your inhaler correctly, you should notice fewer symptoms.

Good inhaler technique also helps stop the medicine staying in your mouth and causing side effects like a sore throat or oral thrush.

ASTHMA CONTROL TEST

The Asthma Control Test is a way to help you determine if your asthma symptoms are well controlled.

Try it online now.

HOW TO MANAGE YOUR ASTHMA

- Always have your reliever inhaler with you
- Check your inhaler technique
- Attend your asthma reviews
- Use a peak flow to monitor your asthma

PHARMACY FIRST SCHEME

The Pharmacy First scheme was launched by the government and NHS England on 31 January 2024 to give patients quick and accessible care and ease pressure on GP services.



WHAT IS PHARMACY FIRST?

Patients can now get treatment for seven common conditions directly from their local pharmacy, without the need for a GP appointment or prescription.

7 COMMON CONDITIONS

- 1 Acute otitis media - 1 to 17 years
- 2 Impetigo - 1 year and over
- 3 Infected insect bites - 1 year and over
- 4 Shingles - 18 years and over
- 5 Sinusitis - 12 years and over
- 6 Sore throat - 5 years and over
- 7 Uncomplicated urinary tract infections - Women 16 to 64 years

YOU CAN SEE A PHARMACIST ABOUT

- 1 Contraception
- 2 Blood pressure checks
- 3 Quit smoking
- 4 Advice on using and disposing of medicines
- 5 Help on how to manage your weight
- 6 Vaccinations and more

WHAT IF THE PHARMACIST CAN'T HELP ME?

The pharmacist will contact the practice and arrange for you to be seen by another member of the primary care team if necessary.

WILL I HAVE TO PAY FOR MY MEDICATION?

Usual prescription charges apply for those who normally pay and if you are exempt from paying prescription charges you will **still be exempt**.

If you're unsure if you need to pay for your prescriptions please contact the practice.

SIGN UP TO THE NHS APP

The NHS App gives you a simple and secure way to access a range of NHS services. You can use the app to book online appointments, order repeat prescriptions and view your online health record.



ABOUT THE NHS APP

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man.

Waiting list information in the NHS App

From the 30th January 2024, the NHS App will show patients in England an estimated waiting time for their hospital treatment at the NHS acute trust they've been referred to.

Digital prescriptions in the NHS App

Also available from the 30th January 2024, patients will be able to use the NHS App to view all their prescription details, order repeat prescriptions and generate a barcode that can be shown to a pharmacy for collection without a paper prescription from their GP.

HOW MANY PEOPLE HAVE SIGNED UP?

The NHS App now has more than **32 million users**, as of April 2023.

More than 28 million of these have fully verified their identity through NHS login, which means they can now access a variety of digital healthcare services quickly and securely through the NHS App.

Each prescription ordered electronically saves GP practices **three minutes of time** and a patient **18 minutes**.

EVENTS & CLOSURES

Upcoming events and closures for Redgate & Somerset Bridge Medical Centre's.

CLOSURES

06 MAY 2024

Early May Bank Holiday
All day

21 MAY 2024

Staff Training (both practices)
8 am - 2 pm

HEALTH WALK

Join us for our next health walk.
Everyone is welcome.

01 MAY 2024

Somerset Bridge MC
12.30 pm

15 MAY 2024

Redgate MC
12.30 pm

GP APPOINTMENT DATA

18 MARCH 2024 - 14 APRIL 2024

Registered patients: 12,679

Total appointments: 3,912

Face-to-Face: 2,491

Telephone: 1,712

Did Not Attend: 241

The above data is for both Redgate & Somerset Bridge Medical Centre's.