



Welcome to our Winter Newsletter!

Hello and Goodbye!

We said farewell to Natasha, our Clinic Co-Ordinator late last year.. She has moved to a new role in Cornwall. Jordan Hodge, our Mental Health Nurse has also recently left the practice and returned to secondary care work. We wish them both well in their new ventures and careers.

We were delighted to welcome Katherine as our new Clinic Co-Ordinator in December and Adelle, our new Paramedic will be joining the practice in February. We also welcome back Dr Laura Todd and Dr Liz Patel from maternity leave.

Wednesday Lunchtime Closure

A reminder that the Practice is closed to patients visiting the surgery between 12.30pm and 2.0pm every Wednesday. You are still able to access the surgery by telephone during this time



Bristol 4YP Project

Montpelier Health Centre is pleased to be part of the Bristol 4YP Project. 4YP is a way for young people between 13-24 years to find **free and confidential** help and advice on a variety of health issues relating to young people.

You can come on your own or with a parent/friend/carer and do not have to be registered with our practice to use this service.

Visit <http://www.4ypbristol.co.uk> for information about the services that are offered.

Patient Appointments

Improved Access

In association with One Care we are currently offering early morning appointments (from 7.15am) and later evening appointments (to 8pm) with a GP as follows:

Tuesday: 7.30am-8pm

Wednesday: 7.30am-8pm

Thursday: 7.30am-8pm

Friday: 7pm-8pm telephone consultations

These appointments are targeted mainly for those patients who find it difficult to attend normal surgery hours due to work commitments etc, so we would respectfully ask that patients who are able to attend during the day try to avoid taking up these additional time slots.

Missed Appointments

There were **301** missed appointments in December. Appointments not attended (DNA's) have a marked adverse impact on the number of appointments available for patients. Please ensure you contact us in good time to cancel your appointment if you cannot make it or no longer require it. We can then ensure it is released to another patient.

As part of our new Health Care Navigation we are following up DNA patients each day, with a telephone call to ensure that all is well and that they were aware they had missed a booked appointment at the practice.

A new appointment system at Montpelier Health Centre

As from January 2nd 2018 we will be trialling a new appointment system. The essential changes are that:

We will **remove the on call triage list.**

In order to signpost you to the correct service for your condition you will be asked **to provide the receptionist (who is a trained health care navigator) with as much information about your condition as possible.** This is **not** a clinical triage, it is a clarification of need and the receptionist will then be able to make you an appointment with the most suitable clinician to help you.

- With our new system of working, the aim is that **there will be appointments available through the day.** Patients will no longer need to phone first thing in the morning or phone back the following day to book an appointment, although it is helpful to phone reasonably early in order for the clinicians to plan their day.
- You can still book for a date within 14 days
- We would ask however, that if you have an urgent condition that needs assessment, that you still contact us before 11am if possible.

We are aware that it will take some time for the new system to become established and no doubt there will be issues along the way which we shall need to overcome. We ask you to bear with us during this time. We feel this is a great step forward in being able to offer a better appointment system for our patients. More information is attached to this newsletter.

Your feedback as we progress would be greatly valued. Please fill out a comments slip in surgery, or email us on:

montpelierhealthcentre.nhs.net

or visit us on Facebook – **Montpelier Health Centre** to let us know your views.



Do you think you have 'flu?

You can usually treat the flu without seeing your GP, and should begin to feel better in about seven days.

Flu symptoms can come on very quickly and can include:

- A sudden fever
- Aching body
- Feeling tired or exhausted
- Dry chesty cough
- Sore throat
- Headache
- Difficulty sleeping
- Loss of appetite
- Diarrhoea/tummy pain
- Nausea and sickness

Symptoms are similar for children but can also include ear pain and appear less active.

Only see your GP if:

- Your symptoms don't improve after 7 days
- You're worried about your children's symptoms
- You're 65 or over
- You're pregnant
- You have a long term medical condition, eg. Diabetes or a heart, lung, kidney or neurological disease
- You have a weakened immune system, eg. because of chemotherapy or HIV

YOUR GP WILL NOT PRESCRIBE ANTIBIOTICS FOR THE FLU VIRUS

NHS Choices recommendations on how to treat flu yourself are:

- Rest and sleep
- Keep warm
- Take paracetamol or ibuprofen to lower your temperature and treat aches and pains
- Drink plenty of water
- Consult your pharmacist – they can give treatment, advice and recommend flu remedies.
- Take advice from your pharmacist on using flu remedies if you are already taking paracetamol/ibuprofen

Did you know about the musical talents of our Receptionists?!

Next time you see Nicki or Leo on the front reception desk, ask them to sing you a song! They are both really talented and it is never quiet if they are on the same shift!



Nicki is the lead singer of a band called The Watts. They play a lot of gigs in and around the Bristol area.



Leo plays in and around Bristol and often very locally in Bishopston.



How to treat other common winter illnesses

There are many minor illnesses that can affect anyone over the winter months. For many of these you do not need to see your GP in the first instance as they can be managed at home and treated with medicines purchased at a pharmacy, as well as some being available from other shops.

For useful self-care advice visit:

www.bristolccg.nhs.uk

www.southgloucestershireccg.nhs.uk

www.northsomersetccg.nhs.uk

www.nhs.uk – NHS Choices



Patient Feedback

Your feedback is very important to us. It helps us to understand what we do well, and what things we can do better. There are a number of ways you can give us your feedback:

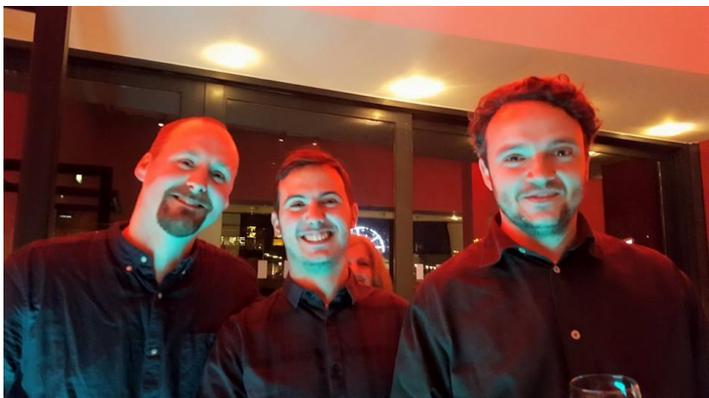
- Speak with our reception team or any member of staff
- Go to www.nhs.uk NHS Choices and leave your comments
- Visit our Facebook page – Montpelier Health Centre
- Leave a comment on our website, www.montpelierhealthcentre.nhs.net
- Complete the Friends & Family Test Survey, found in our waiting room.

Staff Christmas Party

This year, our Staff Christmas Party was held at M Shed in central Bristol. It was a great evening with over 60 members of our staff attending.



One of the staff tables!



Members of our Reception Team and the IT Manager

Lunchtime Walks

To beat the January blues and to repair all the over-eating of December, members of staff (some of whom are keener than others!) are trying to include a lunch-time group walk around the area. If you see us, do say hello as it will encourage us to keep to our daily routine!!

Saturday morning appointments

We have Saturday morning GP appointments available every month. If this is a more appropriate time for you to see a GP or have your blood test, please ask your receptionist at the time of making your next appointment.

Street Link

Street Link exists to help end rough sleeping by enabling members of the public to connect people sleeping rough with the local services that can support them.

How does it work?

If you are concerned about someone sleeping rough in Bristol (or anywhere else in England or Wales), you can use this website to send an alert to Street Link

www.streetlink.org.uk

The details you provide are sent to the local authority or outreach service for the area in which you have seen the person, to help them find the individual and connect them to support.

Finding Information

Well Aware is a free health and wellbeing information website for Bristol, Bath, North East Somerset and South Gloucestershire. It has more than 6,000 entries with categories ranging from 'support around the home' and 'socialising' to 'getting around' and 'personal health services', together with a wealth of other useful information. The website is user friendly with a calendar of events so that you can easily find activities in your area.

Please visit www.wellaware.org.uk or Free phone 0808 808 5252

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