



Welcome to our WINTER Newsletter!

Dr Kim Hearn

We are sorry to announce that Dr. Kim Hearn has retired from the practice after 36 years. She will be greatly missed by staff and patients alike. We wish her every happiness in her retirement.

COVID 19

What has changed

England has returned to Plan A following the success of the booster programme which gives strong protection against Omicron.



People are no longer be advised to work from home, face coverings will no longer be mandatory in indoor venues, and organisations will be able to choose whether to require NHS COVID Passes

Vaccination remains our best defence against COVID-19 and people are urged to Get Boosted Now COVID-19 remains a risk

It is still possible to catch and spread COVID-19, even if you are fully vaccinated.

COVID-19 will be a feature of our lives for the foreseeable future, so we need to learn to live with it and manage the risk to ourselves and others.

All of us can play our part by understanding the situations where risks of COVID-19 infection and transmission are likely to be higher, and taking action to reduce these risks.

The risk of catching or passing on COVID-19 can be higher in certain places and when doing certain activities. COVID-19 is spread by airborne transmission, close contact via droplets, and via surfaces. Airborne transmission is a very significant way that the virus circulates. It is possible to be infected by someone you don't have close contact with, especially if you're in a crowded and/or poorly ventilated space.

Close contact with an infected person is also a significant way COVID-19 is spread. When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles containing the virus that causes COVID-19. The particles can come into contact with the eyes, nose or mouth or can be breathed in by another person. The particles can also land on surfaces and be passed from person to person via touch.

In general, the risk of catching or passing on COVID-19 is higher in crowded and enclosed spaces, where there are more people who might be infectious and limited fresh air.

In situations where there is a higher risk of catching or passing on COVID-19, you should be particularly careful to follow the guidance on keeping yourself and others safe. Every little action helps to keep us all safer.

For the most recent updates and guidance please check the <https://www.gov.uk>. The information shown above was last updated on 19th January 2022.



We ask that all patients visiting the surgery wear a face mask



The flu season is still with us!
Please ask at Reception for details of flu clinic dates.

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.



Wednesday Lunchtime Closure

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



The NHS cervical screening programme is available to women and trans men aged 25 to 64 in England. All eligible women who are registered with a GP automatically receive an invitation by mail. If you have received a letter then please ask at Reception about booking your appointment with either a doctor or nurse. Women aged 25 to 49 receive invitations every 3 years. Women aged 50 to 64 receive an invitation every 5 years.



Are you a carer or a young carer?

Are you responsible for looking after your partner, a parent, a family member or a neighbour? If so, and you would like help or advice, please mention this to a receptionist who can put you in touch with Abi Geran, our Carers Lead. Abi can provide further information on support available to you.

Live lunchtime music!



An enjoyable and well-earned lunchtime break for the staff. We usually have practice meetings during our closure each Wednesday lunch time from 12.30-2.00 but this was a lovely surprise!!

Mail a Musician lifts the spirits of Bristol residents by bringing the joy of live music direct to the hearts and homes of those most in need. This initiative, which started during Lockdown in 2022, is a way that the people of Bristol can send a unique gift to the special people or places in their life.

Mail a Musician ensures that the power of music, to connect and uplift, shines out across the city! Nominate a loved one or organisation for a personalised musical performance on their doorstep in 2022!

<https://bristolbeacon.org/music-for-everyone/mail-a-musician/>

If you, or a member of your family, are afraid of someone at home, or are in a violent relationship, you can talk to doctors, nurses, and other staff here, in private. Just ask at Reception. You can also call the Next Link Domestic Abuse Services

COVID-19 – WE ARE STILL OPEN
Our office is open 8.30am – 5.30pm
Monday – Friday and 9.30am – 1pm
Saturday.

The out of hours service will be available outside of these hours.
All our services are up and running and our Live Chat is now open from 10am to 4pm Monday – Friday.
If you are concerned about your safety and need help and support, please contact us and we can help



Next Link domestic abuse telephone help lines are open 8.30am – 5.30pm Monday to Friday and 9.30am – 1pm Saturday
0800 4700 280

Help is also available 24 hours a day, 7 days a week on the National Domestic Violence Helpline – Freephone 0808 2000 247

ZERO TOLERANCE

We understand that it is a stressful time for us all. However, we have recently been experiencing high levels of verbal abuse towards our staff. This is both upsetting and unacceptable. We operate a Zero Tolerance Policy and patients displaying such behaviour will be removed from our list and asked to register elsewhere.

Thank you to those patients who remain polite and respectful during such challenging times for us all.

Contacting the surgery

Phoning the surgery is no longer the best method to book a routine appointment with a doctor. Instead, all patients have access to eConsult service via the Montpelier Health Centre website. This allows you to contact the practice immediately without waiting on the phone.

Please leave the phone lines available to those patients who cannot access the website.

You can access e consult via our practice website: www.montpelierhealthcentre.co.uk and complete the online form. We will get back to you by the end of the following working day with our next steps.

We are aiming to decrease call waiting times by asking only those with urgent matters to stay on the line to speak to one of our trained health navigators. For all other enquiries and routine appointments please go to bnssg.montpelierhealthcentre@nhs.net.

We do not take prescription requests over the telephone. We have a designated email address for this – bnssg.mhcprescriptionrequest@nhs.net, or via eConsult or Patient Access. Prescription requests can still be left at the surgery in the usual manner.

Please do not attend the surgery if you don't have a pre-booked appointment. After a telephone consultation with a health professional, they will determine whether you need to be seen face to face and book an appointment for you at the surgery.



Please be aware that Montpelier Health Centre will **NOT** tolerate incidents of discrimination or abuse, be them based on:

Under the Equality Act, there are nine protected characteristics:

- * age.
- * disability.
- * gender reassignment.
- * marriage and civil partnership.
- * pregnancy and maternity.
- * race.
- * religion or belief.
- * sex.

If you should see it, report it

Changes to Open Surgery



Please note that with immediate effect, there is no longer an **'open surgery'**. This has been replaced by **'open blood clinic'** which has eight 'timed' bookable **blood appointments** every morning and has a **24hr embargo**. Patients should no longer be attending open surgery for blood appts. If you need a blood test to be taken on the day or following day, then please request to be booked directly into the open blood clinic.

All the other things that would get dropped into the open surgery - ie dressings/ECG, now have several allocated slots each day and there are also **'nurse urgent on the day only'** slots that can be booked in to following discussion with the nurse/HCA.

This should help the clinic run more smoothly and reduce the amount of time that patients are sitting in the Waiting Room prior to being called in to be seen.



All are welcome!
Your nationality or immigration status do not affect your right to register here

We are a Safe Surgery for everyone in our practice area.

-  Everyone living in England has the right to free care from a GP.
-  Ask reception for an interpreter if you find it difficult to communicate in English.
-  Our receptionists won't ask you about your immigration status.
-  If you are worried about giving us your address, please let us know. Your information is safe with us.



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.

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

Welcomell

We are delighted to announce that Dr Henry Hardy and Dr Josh Smith joined the clinical team at Montpelier Health Centre at the beginning of February.

