

# North Petherton Surgery News

## Practice Team update

With the retirement of many long term staff, we would like to introduce to our team

**Dr Patrick Fahy-Browne** - General Practitioner

**Dr Suzanne Cavaghan** – General Practitioner

**Suzy Rickard** - Nurse Practitioner

**Jenny Addicott** – Nurse Practitioner

**Morven Bolam** – Lead Practice Nurse

**Anne Tucker** and **Polly Tilsley** – Practice Nurse

**Laina Morris, Karen Isherwood** and **Lisa Pike** – Health Care Assistants

**Sally Martin** – Dispensary Manager

**Dee Campbell** – Practice Manager

Patient Services and Dispensary Team of 12 staff

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*When visiting the surgery, please wear a face mask at all times. It protects us and it protects you.*

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 <b>Self Care</b> Care for yourself at home  Minor cuts & grazes Minor bruises Minor sprains Coughs and colds	 <b>Pharmacy</b> Local expert advice  Minor illnesses Headaches Stomach upsets Bites & stings	 <b>NHS 111</b> Non-emergency help  Feeling unwell? Unsure? Anxious? Need help?	 <b>GP Advice</b> Out of hours: Call 111  Persistent symptoms Chronic pain Long term conditions New prescriptions	 <b>UTCs</b> Urgent Treatment Centres  Breaks & sprains X-rays Cuts & grazes Fever & rashes	 <b>A&amp;E or 999</b> For emergencies only  Choking Chest pain Blacking out Serious blood loss
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## COVID precautions at the practice

Throughout the Covid pandemic we have had to make significant changes to the way that we operate in order to maintain the safety of staff and for patients who need face to face care.

Face to face appointments have continued where it was appropriate and necessary. For example, our Nursing Team has continued to provide in person appointments for blood tests, dressings, injections and smears. However, not all consultations require face to face contact and in line with Government guidance, we have moved to Telephone Consultations for initial assessments and annual reviews. Indeed, this has increased the number of consultations and patients we can deal with each day.

When visiting the surgery or dispensary, please wear a face mask at all times. Many of our patients are vulnerable and face mask protects us all.

## Introducing Birthday Recalls for Chronic Disease Management

We are changing when we invite patients for their annual review of certain medical conditions to your birthday month.

If you have a long term condition such as Diabetes or Asthma, you will receive an invitation to book your annual review with the practice during your birthday month either by text or letter asking you to contact the practice. When you do, our Reception Team will identify the appointments you need to support your care.

A blood test appointment is required for certain conditions, and this will include a mini-health screen which will include your height, weight, pulse check, blood pressure, waist circumference and lifestyle information. For diabetic patients you will also be offered a foot check as ensuring good circulation to your feet is essential to maintaining your good health. This will provide us with general information about your health to monitor your care.

If appropriate to your condition, you will be offered an annual review discussion with a Practice Nurse or GP depending on the condition. You may find that the period from your last review to your next review is more or less than 12 months as this enables us to transition to birthday month reviews over 2021/22.

If you have any concerns about your condition before or after your annual review, please contact us via our website consultation service or by telephone to request a consultation.

## A year in review

Looking back over the last year, it is interesting to reflect on how much society and particularly general practice has changed in a short space of time.

North Petherton Surgery continued to be fully operational throughout the year except for a few types of appointment which national guidance advised practices to stop or defer, such as travel vaccinations and spirometry testing.

However, we had to change how we worked – and this followed the Government guidance to reduce face to face contact. Overnight we introduced telephone triage for all GP appointments so that all consultations were initially conducted by telephone with face to face appointments offered only if necessary. Our Nursing and HCA appointment time was increased to allow for room clean-down between patients and safe spacing, which in turn reduced the number of appointments we could offer. We have introduced an online consultation service accessed via our website to provide new ways to request consultations and receive information.

We thank you for your patience and would request that you always show our staff kindness as they have continued to work throughout the pandemic in very difficult circumstances to provide the care that you need.

## Open Mental Health

Mental health organisations in Somerset have come together to provide 24/7 support to adults in Somerset. Whatever is worrying you – anxiety, debt, employment, housing, low mood, addiction – they're there to help.

The support team is available 24 hours every day. Call 01823 276892 or email

[support@openmentalhealth.org.uk](mailto:support@openmentalhealth.org.uk)

**Our team is here to support you**

24 hour Supportline 01823 276892

[support@openmentalhealth.org.uk](mailto:support@openmentalhealth.org.uk)

## Making Appointments

You can use our online service to request a consultation with a clinician or telephone the surgery to request an appointment.

Simply use the link on our website. It will ask you:

- To Log in to consult a GP
- Add log in details
- Identify if you are the Patient, parent or carer
- About your medical concern: what the problem is, how long you have been suffering and any further details/ symptoms. At this point you can add attachments and photos if needed, which may help the clinician.

Your request will be triaged (assessed) and added to a contact list. All requests will be responded to in order of priority and patients will be contacted by a clinician from the practice within two working days of submitting the request or more urgently if triaged as a priority.

Please keep in mind that if you still wish to phone the surgery then your request will be processed by the reception team in exactly the same way.

For all other appointments with nurses for blood tests etc you will still need to call the surgery.

Visit our website:

[www.northpethertonsurgery.com](http://www.northpethertonsurgery.com)



## Patient Participation Group – new members welcome

Our Patient Group is open to new members – the group meets with the practice leadership at least four times a year to discuss the practice from a patient's perspective. The role of the patient group is to:

- Be a critical friend to the practice
- Advise the practice on the patient perspective and provide insight into the responsiveness and quality of services
- Encourage patients to take greater responsibility for their own and their family's health
- Carry out research into the views of those who use the service
- Organize health promotion events and improve health literacy
- Provide regular communication with the patient population

(Source: The Patients Association).

The Patient Group works best when it reflects the whole practice population – we would particularly be interested to welcome younger patients or those with recent experience of the practice.

If you are interested, please email the Practice Manager [Deanna.campbell1@nhs.net](mailto:Deanna.campbell1@nhs.net)

## Dispensary Information for patients

We are informing patients about an upcoming change to our repeat prescriptions processes.

### What is changing?

Repeat prescription requests will be processed at a new Medicines Management Hub which will be based at Creech Medical Centre. The hub will consist of a team of dedicated prescription clerks and pharmacy technicians. This change will come into effect from 1<sup>st</sup> November 2021

### Why is this change happening?

We have an opportunity to improve our current systems and the hub format has proven to be very successful in South Somerset.

### How will this affect me?

It depends how you currently order your prescriptions:

- If you drop in your request on paper, this will have to change. We have provided more information below on your options
- If you currently phone us, the number may change, as well as the opening times
- If you currently use email, the email address may change
- If you currently request your prescription via the NHS App or Patient Access, this change will not affect you

### What do I need to do?

If you currently drop in your request on paper, you will need to use another method. These are the options from 1st November:

- Online via
  - the NHS App <https://www.nhs.uk/nhs-app>
  - or Patient Access <https://www.patientaccess.com/>
- Email: Send an email to [somccg.dispensary-northpetherton@nhs.net](mailto:somccg.dispensary-northpetherton@nhs.net) stating your name & address, and list the items required
- Phone: Lines will be open 9.30 – 13.00.
  - North Petherton patients - Call the hub direct on 0333 332 4530 (standard local call rates)

Don't leave it until the last minute to order and remember that some pharmacies will also need at least 8 days e.g. Lloyds North Petherton to dispense your medicines. We advise that you place your order 9-10 days before you are going to run out.

If you are a dispensing patient, your prescriptions will be ready to collect from the surgery in the normal way within 4-6 days.

**Collecting paper prescriptions from the surgery will no longer be possible from 1<sup>st</sup> November**