

North Petherton Surgery Spring Newsletter



Providing NHS services

www.northpethertonsurgery.com



Surgery Opening Hours

Monday	8.30 - 18.00
Tuesday	8.30 - 18.00
Wednesday	8.30 - 18.00
Thursday	8.30 - 18.00
Friday	8.30 - 18.00

Dispensary Opening Hours

Monday to Friday	09.15 - 13.00 14.00 - 18.00
Dispensary Phone Line	10.00 - 12.00

Closed Saturday, Sunday and Bank Holidays

Practice Half Day Closing for Training

Wednesday 30 th April	13.30 - 17.30	
Thursday 19 th June	13.30 - 17.30	

Surgery: 01278 662223

Dispensary: 01278 661428

You can order your repeat prescriptions via the NHS App

Seasonal News

It's hay fever season and we would like to remind all patients that they are able to buy a range of hay fever medicines over the counter.

Speak to a pharmacist if you have hay fever as they can give you advice and suggest the best treatments to help with symptoms, such as:

- antihistamine drops, tablets or nasal sprays
- steroid nasal sprays

Some antihistamines can make you very sleepy, so speak to your pharmacist about non-drowsy antihistamines if you need to. Find out more about hay fever and allergic rhinitis from Allergy UK.

Fear of Flying

At Symphony practices, we have stopped prescribing Diazepam for patients who wish to use this for a fear of flying. We have several reasons why we have taken this decision which include:

National prescribing guidelines followed by doctors don't allow the use of benzodiazepines in cases of phobia. Any doctor prescribing diazepam for a fear of flying would be taking a significant legal risk as this goes against these guidelines.

Benzodiazepines are only licensed for short-term use in a crisis in generalised anxiety.






If this is the problem you suffer with, you should seek proper care and support for your mental health, and it would not be advisable to go on a flight. Full details of our policy are available on request.

Somerset NHS Charity is the official charity for NHS Services across Somerset. If you or a family member have been treated by this GP surgery and would like to help us make a difference for patients, please get in touch.



**Somerset
NHS Charity**

For more information, please visit:
<https://www.somersetnhscharity.org.uk/>

Telephone Calls: Jan = 4368 Feb = 3747 Mar = 3832 Avg queue time 3m 50s	
	Appointments: Jan - Mar 2025: GP/ANP Face to Face = 3302 Telephone = 1765 Nurse/HCA = 2998
Prescriptions: Jan = 1272 Feb = 1211 Mar = 1166	
	Missed Appointments: Jan - Mar 2025: GP/ANP Face to Face = 132 Nurse/HCA = 180
Registered patients: Jan = 7279 Feb = 7297 Mar = 7302	

Staff News

- We are so glad that Dr Tom Winter and Dr Jo Durrant have settled in so well with us. They are a pleasure to work with and we have already had many thank you's from patients who have been delighted with their appointments with them.
- As a result of them joining the surgery, you will have noticed that your named GP may have been changed as we share our patients out equally amongst the team. For routine appointments you may see whichever doctor you choose and you should be aware that it may not be possible to deal with all issues during a routine appointment, as time is limited. The doctor will prioritise the most important and arrange further appointments where necessary to discuss less urgent problems.
- We are happy to announce that Lisa Pike has been promoted to Deputy Practice Manager. She is a valued member of the management team.
- We have new pharmacist Eric, working with us, and as he reviews your medical records, you may get a telephone call from him regarding your medication.

Bowel Cancer Screening

If you're aged 50 to 74 and registered with a GP in England, you will now be invited to completed a bowel cancer screening test every two years, as you become eligible. You do not need to contact your GP or local hospital as this is an automatic process.

If you are aged over 74 you can opt in by contacting the central hub on:
0800 707 60 60.



The most important post you'll receive

Do more with the NHS App!



- Order repeat prescriptions
- Book appointments
- View your records

And much more...

Useful Numbers	
Bridgwater Community Hospital	01278 436555
Taunton & Somerset Hospital .Musgrove Park	01823 333444
Somerset Village and Community agents	0800 316 8600