



# THE MERRYWOOD PRACTICE

## BULLETIN – AUG 19

SIGN UP TO RECEIVE E MAILS FROM THE PRACTICE AND WE WILL E MAIL YOU OUR MONTHLY E BULLETIN

### STAFF NEWS

- Dr Neil Ingram will continue working at the practice for a couple of more weeks – he has made a huge difference in appointment availability
- Dr Isla Young leaves us on 06.08.19 as her placement has finished and she has exciting plans of working in Africa!
- Dr Olivia Gokhale joins us on 07.08.19 for a couple of years and will be developing her skills as a GP
- We are very pleased to welcome Sharon to our reception team – Sharon will helping us out when Olivia goes on maternity leave at the end of August
- Congratulations to Nicole, our receptionist and Document Manager– in August she celebrates FOUR years working at the practice
- Congratulations to Mark, our clinical pharmacist – in August celebrates THREE working at the practice.

### CHANGES TO SAME DAY APPOINTMENT & ADVICE

Over the last five years our funding has been cut by 25% and as most patients know the wait for a routine appointment has increased significantly over the last twelve months

In order to improve appointment availability, **from 01.09.19 we will no longer provide same day advice or appointments after 11am**

If you need a **same day** appointment or advice you **MUST come to Open Surgery** which is held every day between 9am and 11am

If you miss Open Surgery and do not feel you can wait until the following morning you should go to the Urgent Care Centre at Hengrove, or A&E if you feel you have a medical emergency

You can also get very helpful advice about minor illnesses from your local chemist who can recommend medication that you can buy over the counter

If you are **HOUSEBOUND** and feel you may need a home visit, if possible you **must phone before 11am**

**We now have WiFi in the waiting area. Search your available networks & select NHS WiFi and off you go!**



### **Primary Care Networks (PCN)**

All practices must belong to a PCN from 01.07.19. Practices will work together to deliver services across the network. Our PCN is called **SWIFT** and includes The Merrywood Practice, Crest Family Practice, Bedminster Family Practice, Armada, Hartwood Healthcare, Hillview Family Practice, Lennard Surgery and Grange Road

## SPEAR - SOCIAL PRESCRIBING AT KNOWLE WEST HEALTH PARK



Social Prescribing is about improving your health and social physical and emotional wellbeing. SPEAR offer a free confidential 1-1 service. The support will enable you to access social or community activities or resources in your



local area. We can support people who feel socially isolated, low in confidence or self-esteem, feel depressed or low, high anxiety, carers, are bereaved, or just want to try something new. Telephone SPEAR on 0117 377 2255 or email [kw.socialprescribing@nhs.net](mailto:kw.socialprescribing@nhs.net) to find out how you could benefit from social prescribing

### RESEARCH AT THE PRACTICE - We host a number of research projects at the practice. Our current projects are

- **ARRISA** - At-Risk Registers to Stop Asthma crises in the UK
- **REST** - The Runny Ear Study (EOI Aug 18)
- **CHICO** - The Children with Cough Cluster Randomised Controlled Trial (Sept 18)
- **TUDOR** - Total Burden of Psoriasis (Apr 17)
- **ACCESS**: Evaluation of patient access to medical test result services in general practice (Dec 18)
- **PEDAL2**: Promoting electrically-assisted cycling in people with type 2 diabetes (Dec 18)
- **EPaCCS**: The Impact of Electronic Palliative Care Coordination Systems (EPaCCS) on Care at the End of Life: A Realist Evaluation (Jan 19)
- The Trauma-focused therapy in people at risk of psychosis study (EOI Apr 19)
- **IMPPP**: Improving Medicines use in People with Polypharmacy in Primary Care (EOI Mar 19)
- **FALCON**: A feasibility Randomised Controlled Trial of a Fibromyalgia Self-management programme in a community setting (EOI Mar 19)
- Awareness of ADHD in Primary Care (EOI July 19)

### MONTHLY DATA – July 19

- On average 24 people attended Open Surgery and on average waited 49 mins to be seen
- On average patients waited 30 minutes for a doctor to phone them back with advice
- On average patients were seen within 15 minutes of their appointment time
- On average the wait for a routine appointment was THREE working days
- 187 patients DID NOT attend a doctors' appointment they had booked
- 169 patients DID NOT attend a nurses appointment they had booked

### Friends and Family Test Feedback July 2019



**100%** of patients would recommend us to friends and family!



### THE MERRYWOOD PRACTICE

WE'RE LISTENING TO YOUR FEEDBACK  
July 19

You've been giving us feedback on your care and treatment. You told us:

#### Things you think we do well

- There was no feedback this month

#### Things to improve

- There was no feedback this month

#### We're listening and this is what we're doing:

- There was no feedback this month

Having your say helps improve care for everyone so please keep putting us to the test by giving us your feedback each time you use our services  
The NHS Friends and Family Test  
[www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)

**FACEBOOK & TWITTER** You can keep up to date with practice news by liking us on Facebook and following us on Twitter

We have updated our website and it is looking really special – it is now much easier to access the information you need – check it out and let us know what you think

<http://www.merrywoodpractice.nhs.uk/>



**CARERS** If you look after someone who could not manage without you, you are a carer. Pick up a carers pack at reception for details of the support that is available to you