



THE MERRYWOOD PRACTICE

BULLETIN – SEPT 19

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

STAFF NEWS

- Welcome to Sharon who has now joined our reception team
- Congratulations to Dr Stone who celebrates NINE years at the practice in September and Dr Mayes who celebrates FOUR years – both are enjoying maternity leave but will be returning in January 20
- Congratulations to Caroline who is our medical secretary, coder and all things document management - who celebrated THIRTEEN years with the practice on 01.09.19. Well done Caroline!
- Congratulations to Stella, our lead nurse – in September she celebrates FOUR years working at the practice – Stella's an amazing nurse!
- Thank you to Robbie & Shara who have been helping us out over the summer – they are both returning to Uni - see you at Christmas!
- Good luck to our receptionist Olivia who has now started her maternity leave

CHANGES TO SAME DAY APPOINTMENT & ADVICE

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

You may instead be referred to a local chemist for a full consultation if you have symptoms (a full list is available at reception) that might be managed by a chemist. This means you will be seen sooner than waiting for a doctors appointment or the next Open Surgery

Athlete's foot

Bites or stings, insect or spider
Blisters
Cold or Flu
Constipation
Cough
Diarrhoea
Ear Discharge or Ear wax
Eye, red or irritable

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

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 to find out how you could benefit from social prescribing

PATIENT GROUP MEETING

We are having a patient group meeting on **Thursday 19.09.19 at 9.30am** to look at ways of improving continuity of care.

We think it would be really helpful if we could get a wide range of views about what we can do to help patients understand it is better to stick with one doctor rather than see different doctors each time they come to the practice.

It would be great if you can come along on the 19th - ask reception if you want more details



MONTHLY DATA – Aug 19

- On average 24 people attended Open Surgery and on average waited 46 mins to be seen
- On average patients waited 57 minutes for a doctor to phone them back with advice
- On average patients were seen within 14 minutes of their appointment time
- On average the wait for a routine appointment was SIX working days
- 133 patients DID NOT attend a doctors' appointment they had booked
- 155 patients DID NOT attend a nurses appointment they had booked

Friends and Family Test Feedback August 2019



50% of patients would recommend us to friends and family!



THE MERRYWOOD PRACTICE

WE'RE LISTENING TO YOUR FEEDBACK
August 19

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

Things you think we do well

- Bedside manner - thorough and prompt

Things to improve

- See patients faster please to get more people in

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

- We think it is important that patients have the time to discuss their problems when they see a doctor – ideally we would like longer appointments for each patient but that would require more funding!

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

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