

Opening Hours

Monday 8.00am—6.30pm

Tuesday 8.00am—6.30pm

Wednesday 8.00am—6.30pm

Thursday 8.00am—6.30pm

Friday 8.00am—6.30pm

Saturday & Sunday—Closed

Extension hours are available. Please enquire at reception for more details.

Patient Participation Group

Are you aware that Harbourside has a group of patients that contribute their time to the development of the practice and the services it provides?

Would you be interested in joining?

The group meets four times per year however arrangements can be made for members who are not able to attend in person but feel that they would like to contribute. If you would like to join the group, and become involved in the development and improvement of the practice and its services, then please ask at reception for a Patient Participation Group application form.



If you have any feedback about the content of this issue or ideas for future issues please speak to Reception. If you would like to receive a copy by e-mail please complete the request form on Reception.



This General practice is research active

Conducting high-quality clinical research helps us to keep improving NHS care by finding out which treatments work best.

In this practice, you might be asked to take part in a clinical research study. Alternatively, ask our staff about clinical studies suitable for you.

Taking part in a clinical research study is voluntary and can be a rewarding experience.

Delivering research to make patients, and the NHS, better.



Unwell whilst the surgery is closed?

If you find yourself unwell whilst we are closed, you can either:

- Contact the Pharmacy for Minor ailments
24hr Pharmacy open at Boots, Weston Super Mare
- Call 111 – If you feel you need urgent medical attention. Visit Clevedon Minor Injuries unit - 01275 546852
Opening hours are 8am- 9pm everyday
- A&E – Emergencies only (BRI, Southmead or Weston)

Rate us on NHS choices

Please go to www.nhschoices.co.uk Click in the search box and search for Harbourside Family Practice.

Please click on 'Reviews and Ratings'

We value your feedback and would be really grateful if you would leave us a review.

Thank you from all the staff at Harbourside Family Practice.



I just wanted to say a huge thank you to the nurse who was wonderful in caring for me today. This nurse was very professional and took time to explain the procedures and ensure I was comfortable and out me at ease. Truly wonderful care - thank you

NHS Choices

Practice News



Staffing update

- We are looking forward to Dr Herath returning from maternity leave in October after having a gorgeous baby boy last year.
- We are very happy to be welcoming a new GP, Dr Hazelgrove-Planel to the Harbourside team in September.
- Unfortunately in August we said goodbye to our Practice Pharmacist James and one of our secretaries, Rachel we wish them well in their new roles.
- Nazeem Altaf took over as Practice Pharmacist in August and will be taking over running a clinic on Monday afternoon for medication reviews. Please ask at reception for availability.
- We wish our coding lead Mandy all the best as she leaves us to enjoy retirement.

Courses and Training

- Staff at the Practice have recently completed their annual CPR and Information Governance training.
- All reception staff will shortly be receiving contraception training and will be available to speak with in confidence.



Contact details

Please ensure that you let us know if any of your details change it is very important that we have up to date phone numbers, addresses and e-mail addresses for our patients to ensure text reminders and any letters are received. You can change your phone number or e-mail address by speaking to a receptionist. To change your name or address you need to come to the surgery and complete a change of details form, these are available from reception.



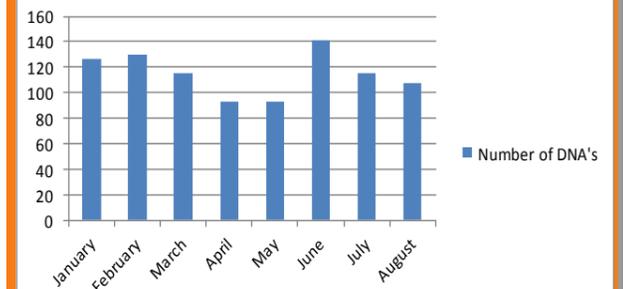
Please visit our website: www.harboursidefmp.nhs.uk



Did not attend rates

Please be sure you cancel any unwanted appointment, this can be done a number of ways: By speaking to our receptionists, using our online booking system, 24 hour automated phone system or replying CANCEL to your text reminder. Please be aware that extended hours appointments must be cancelled 24 hours prior to the appointment, to allow the appointment to be rebooked. This chart shows the number of patients that did not attend their appointments in the past 8 months.

Number of DNA's



In this issue.....



- Page 1: Practice News and DNA Rates
- Page 2: Flu clinics and Immunisations
- Page 3: Health advice and awareness
- Page 4: Practice information

Please visit our website: www.harboursidefmp.nhs.uk

Flu clinics

Its that time of year again... **Flu Season.**

Flu is an acute viral infection of the respiratory tract, it is highly infectious, and even people with mild or no symptoms can affect others. You are eligible for the flu vaccine if you are:

- Over 65
- Under 65 with a specific clinical condition (e.g. asthma, diabetes)
- Pregnant
- 2, 3 and 4 year olds
- Carers



We are going to be running our flu clinics on Saturday mornings throughout September, October and November, these clinics will run from 9am—1pm. Children can be booked in to the October and November clinics only. To book an appointment for your flu jab please speak to a receptionist.

Shingles

There is now a vaccine that helps reduce your risk of getting shingles and reduces the severity of symptoms if you develop the disease.

Patients aged 70, 78 and 79 on 1st September 2016 are eligible for a shingles vaccination.

Shingles can be very painful and tends to affect people more commonly as they get older and the older you are the worse it can be. About one in five people who have had chickenpox develop shingles.

It is more common in people aged over 70 years.

By having the vaccination you significantly reduce your chance of developing shingles and if you do go on to have shingles the symptoms are likely to be milder and the illness shorter than if you had not had the vaccination.

Please book an appointment with one of our nurses if you are eligible for the vaccination.

Immunisations

It is really important to ensure that you and your family are up to date on all your immunisations. You can now see what immunisations you have had through Patient Access, if you speak to reception they can set this up for you.

We currently offer the following at the surgery:

- Flu vaccination to at risk patients
- Men ACWY for all 18 year olds, particularly anyone going to University.
- Pneumonia vaccination for anyone over 65, you only need this vaccination once in your life time.
- Shingles vaccination if you are eligible to receive it this year. If you are unsure if you can receive any of the above vaccinations, please speak with a receptionist.
- Childhood routine vaccinations. If you are new to the surgery a copy of your child's vaccination history is really useful to us. Most childhood vaccinations are booked through Child Health but are given here at the surgery. You will receive an appointment through the post from Child Health, If you have any questions or concerns Please speak with our receptionist Jade.

Exercise

To stay healthy, adults should try to be active daily and aim to achieve at least 150 minutes of physical activity over a week through a variety of activities. For most people, the easiest way to get moving is to make activity part of everyday life, like walking or cycling instead of using the car to get around.

However, the more you do, the better, and taking part in activities such as sports and exercise will make you even healthier. For any type of activity to benefit your health, you need to be moving quick enough to raise your heart rate, breathe faster and feel warmer. This level of effort is called moderate intensity activity. One way to tell if you're working at a moderate intensity is if you can still talk but you can't sing the words to a song.



Sugar Swaps—Change for life

Every day, without realising, we're ALL having too much added sugar. Too much sugar can cause tooth decay and lead to the build up of harmful fat on the inside our bodies that we can't see.

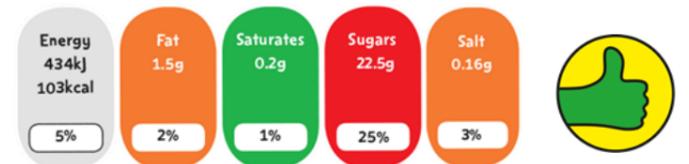
This fat that is then around our vital organs and can cause serious disease in the future. What do we mean by added sugar? When we talk about added sugar, we mean sugar that has been added to food and drink to sweeten it. It could be added by a food manufacturer, by a cook or chef when you eat out or get a takeaway or by you, if you add sugar to your food and drink at home (like your cereal or hot drinks, and while cooking). It doesn't just mean the spoonful of sugar you add to your tea. It also includes, honey, syrups, fruit juice nectars. You don't need to worry about the sugar in plain milk, plain yoghurts and whole fruit and veg as this isn't added sugar.



What about the sugar in fruit and veg?

Although they can contain a lot of sugar, you don't need to worry about the sugar in fruit and veg because they:

- Have lots of vitamins and minerals
- Are a great source of fibre
- Count towards your 5 A DAY

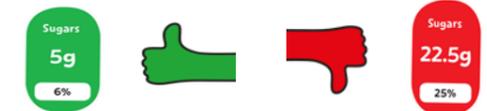


Food labels often use red, amber and green

colour coding to tell us how much fat,

sugar and salt is in a portion of food or drink. Also watch out for how many grams of sugar there are per 100 grams. Looking at sugar content per 100 grams helps you to compare across different products. More than 22.5g of total sugars per 100g is high

Less than 5g of total sugar per 100g is low



Top tips for Sugar Smart shopping

Get the kids involved, Don't buy sweet things, Watch the special offers, Make a shopping list

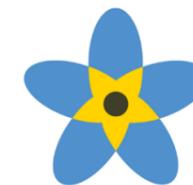
Kids aged over 11 and grown-ups should have no more than 7 cubes of added sugar a day.

Get the Sugar Smart app now for FREE! Please Search Change4life sugar smart in the App store.

Dementia awareness corner

Following the success of our recent Dementia Awareness Evening we have set up a permanent area in the main reception/waiting area that will be dedicated to providing information about Dementia, here you will be able to find information about:

- Local services and activities for people living with dementia
- Carer's Group
- List of helpful books about dementia
- Food delivery services
- Community transport
- Supported Holidays
- Answers to common questions about dementia



If you would like any further information about the services available for those suffering with dementia please visit our information table or speak to a receptionist.

We are delighted to be able to confirm that Harbourside Family Practice has been validated as a 'Young People Friendly' service.

For details of services we offer young people please ask at Reception or see our website.

young people friendly