

## Patient Participation Group

Our next Patient Participation Group meetings are on 7th January 2019 at 6.30pm and 4th March 2019 at 6:30pm. Details of future meetings will be posted on our website and on our reception television screen. Please do have your say and learn about future developments. This will enable the Patient Participation Group to make suggestions for improvements at Harbourside. Everyone is welcome.



### Please rate us on NHS.uk

The NHS Choices website has been renamed nhs.uk

Please go to [www.nhs.uk](http://www.nhs.uk)

Click in the search box and search for Harbourside Family Practice.

Please click on 'Reviews and Ratings'. We really value your feedback and would be very grateful if you would leave us a review.

Thank you from all the staff at Harbourside Family Practice.

Buy Turkey

Wrap Presents

Order Medication

Decorate tree

### Website

We want to keep you updated on the important improvements we've been making at Harbour-side. Please keep checking our website as it is updated continuously!

Occasionally due to unforeseen circumstances the

healthcare professional you were due to see may differ on the day of your appointment.

We will try our best to inform you if this is the case before you arrive.



### CQC Rating: GOOD

If you have any feedback about the content of this newsletter, ideas for future issues or would like to receive an electronic copy please e-mail us at [reception.harbourside@nhs.net](mailto:reception.harbourside@nhs.net)



Please follow us on twitter  
[@harboursidefam1](https://twitter.com/harboursidefam1)



Please visit our website: [www.harboursidefmp.nhs.uk](http://www.harboursidefmp.nhs.uk)

## FEEDBACK FROM OUR PATIENTS:

Exceptional levels of care always!

*Excellent. Whenever I visit the practice I always receive attention of the highest level.*

*The receptionists, Nurses, ancillary staff and the Doctors set a benchmark for the NHS.*

*In Portishead the unbridled growth of the town must put the practice under heavy pressure but despite these pressures all members of the practice are a benchmark for the NHS.*

*Be encouraged we appreciate every one of you!*

NHS Choices—October 2018



## Did not attend rates

On average over 100 people per month do not attend their pre-booked appointments. If these appointments were cancelled, we would have enough appointments to offer everyone. Please be considerate of your fellow patients.

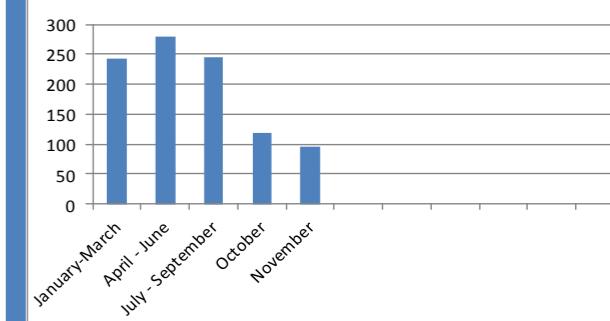
You can cancel an appointment by:

- Responding to the text reminder you receive
- Online
- By coming into the practice – our quietest time is between 12 noon and 2pm each day.

- By calling and leaving a voicemail on our telephone system (option 2).

This chart shows the number of patients that did

### Number of DNAs



## In memory of Emily....

It is with great sadness that we announce the heart breaking news of the death of our colleague and friend Emily. Emily first joined Harbourside Family Practice in April 2012 as a part time receptionist. Emily was an immensely popular member of the team. She was a fast learner and great at helping all our patients that visited the surgery. The practice quickly saw Emily's natural leadership potential and she was swiftly promoted to full time Deputy Practice Manager in October 2013. In this role, Emily contributed so much to the development of the practice and she was knowledgeable on an endless number of topics. Outside of her work Emily was passionate about animals and enjoyed spending time with her family. She will be sorely missed by all of us. Our thoughts are with her family and friends at this very sad time.

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Please visit our website: [www.harboursidefmp.nhs.uk](http://www.harboursidefmp.nhs.uk)

## Common illnesses

Colds, most coughs, sinusitis, earache and sore throats often get better without antibiotics. Below are some examples of common illnesses, how long they normally last, what you can do to ease your symptoms and when you should contact your GP/ NHS 111.

### **Common illnesses and how long they are likely to last**

- Ear Infection - 4 Days - Sore Throat - 1 Week - Common Cold - 1.5 Weeks - Sinusitis - 2.5 Weeks
- Cough or bronchitis - 3 Weeks

### **What you can do to ease these symptoms**

- Have plenty of rest and don't try to push yourself as this increases your recovery time
- Drink enough fluids to avoid getting a thirst
- Ask your local pharmacist what over the counter medication can be purchased to bring down your temperature or control pain (or both).

### **You should contact a GP or 111 if you develop the following symptoms.**

- If you develop a severe headache and are sick
- If your skin is very cold or has a strange colour, or you develop an unusual rash
- If you feel confused, are very drowsy or have slurred speech.
- If you have difficulty breathing - breathing quickly, turning blue around the lips and above your chin, skin above or around the ribs getting sucked/ pulled in with every breath.
- If you develop chest pain
- If you have difficulty swallowing or are drooling
- If you cough up blood
- If you have hearing problems develop or if there is fluid coming out of your ears (any earache that develops in children)
- If you are feeling a lot worse or are not improving by the time expectations given above.

Somerset Surgical Services has been treating NHS patients at Weston General Hospital since 2013.

Started by NHS Consultants, SSS utilise spare theatre capacity to provide a wider portfolio of surgical procedures at Weston.

Each specialty is managed by a patient pathway co-ordinator, meaning there is a single point of contact for the patient / referrer.

SSS provide the following specialties:-

Ophthalmology	Cataracts and YAG laser
Plastics	Minor skin lesions including removal of BCCs
Oral Surgery	Tooth extraction & minor jaw procedures
Orthopaedics	Hand & Wrist, Foot & Ankle, Hip & Knee (including joint replacement), spines (micro discectomies, decompressions and injections)

SSS run peripheral clinics for Orthopaedics and Plastics at Harbourside to provide the outpatient care closer to home for our patients. Patients only need to travel to Weston for their procedure.

The spinal and plastic service are particularly popular clinics and will be expanded in the New Year.

All services are available on e-referral.

Waiting times vary depending on the speciality but in Portishead waiting times from referral received to procedure are usually as follows: Spine—18 weeks, Hip and Knee—6 weeks and Plastic surgery—9 weeks. For more information please ask at Reception.

## **It's flu season...**

Please book your flu vaccination if you fall into any of these categories:

- All **HEALTHY** Children aged 2 and 3 (but not 4 years or older)  
*(healthy children in reception, year 1, year 2, year 3 and year 4 will be given this at school)*
- ANYONE aged from 6 months to 64 years of age with a serious medical condition such as:
  - Chronic (long term) respiratory disease, such as severe asthma, COPD or bronchitis
  - Chronic heart disease, such as heart failure
  - Chronic kidney disease at stage three, four or five
  - Chronic liver disease
  - Chronic neurological disease, such as Parkinson's disease or motor neurone disease
  - Learning disability
  - Diabetes
  - Splenic dysfunction
- A weakened immune system due to disease (such as HIV/AIDS) or treatment (such as cancer treatment)
- All pregnant women (including those women who are pregnant during flu season, the flu jab can be given at any time during pregnancy)
- People aged 65 years and over (including those becoming age 65 years by 31 March 2018)
- Carers – ONLY those that are in receipt of a carer's allowance, or those who are the main carer of an older or disabled person whose welfare may be at risk if the carer falls ill (e.g. they would have to go into Hospital)
- People living in long-stay residential care homes or other long-stay care facilities where rapid spread is likely to follow introduction of infection and cause high morbidity and mortality. This does not include prisons, young offender institutions or University halls of residence.

**Please note: If your child has had the nasal flu vaccination, it is suggested that they stay away from anyone with a very low immune system (e.g any one who is going through chemotherapy) for 2 weeks post nasal spray, this is due to the vaccine being a live form.**



## Healthcare Navigation at Harbourside Family Practice

We are actively trying to make changes at our surgery to make sure that when you patients need to see a GP, you have access to one quickly and in a way that suits you, be that in person or over the telephone. Our receptionists have recently been trained as healthcare navigators, which means that they will ask you about your reason for calling or visiting the surgery so that you are guided to the right place for help that day.