

## Patient Participation Group

Our next Patient Participation Group meeting is on **13th May at 6.00pm**. 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.

### **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.*



### Contact details

It is very important that we have your most up to date contact details recorded in our system. This ensures that if we need to contact you for any reason we are able to do so successfully. If you have changed your address, telephone number or email address please either pop into the surgery and complete the change of details form, or pop your changes in writing and reception will be happy to amend these for you. You can also e-mail any changes in details to [reception.harbourside@nhs.net](mailto:reception.harbourside@nhs.net).

### Plan for Easter closures

Please ensure that you allow plenty of time for us to process your prescription requests in preparation for the Easter closures. The last date for ordering repeat prescriptions to receive before our Easter closure will be Friday 12th April. After this date we can not guarantee your prescription will be ready before Good Friday (19th April), unless the medication requested is on our list of urgent medications. Thank you for your co-

**CQC Rating: GOOD**

*If you have any feedback about the content or ideas for future issues please speak to Reception. If you would like to receive a copy by e-mail 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)



Rate us on NHS choices

Please go to [www.nhschoices.co.uk](http://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.



### Did not attend rates

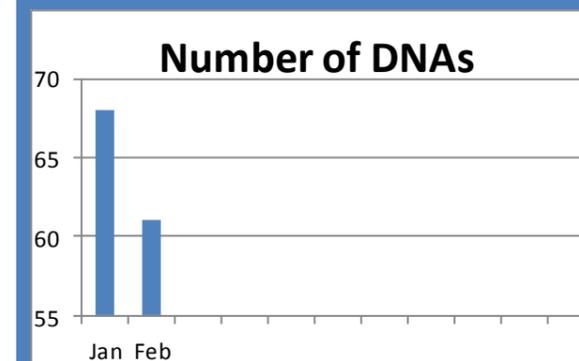
On average over 100 people per month do not attend their pre-booked appointments. If they cancelled, we would have enough appointments for everyone. Please be considerate of your fellow patients.

You can cancel an appointment by:

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

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

This chart shows the number of patients who did not attend their appointments so far this year.



### Practice News

- We welcome our new Prescription Clerk, Lea-Ann to the practice and wish our leaving Prescription Clerk, Claire lots of luck in the future
- Dr Witcomb will be leaving the practice at the end of March and we wish her lots of luck in her new role
- Dr Johns will be going on maternity leave at the end of March
- Dr Christele Hurley will be starting with us on the 1st April and will be working Mon, Wed and Thu

### REMINDERS

#### Asthma Reviews

If you have not yet had your annual asthma review please speak to reception and they can book this in for you with one of our nurses.



#### Medication Reviews

Please be aware that if you are on long term medication you must have regular medication reviews—the date that you are due for a review is printed on your prescription slip. Without regular reviews we are unable to prescribe your medication as they provide us with an opportunity to check any side effects and dosage queries etc. We have a Practice Pharmacist with whom you can book face to face or telephone medication reviews on Wednesdays and Thursdays, please speak to reception to book one of these appointments if your review is due.

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

## Clevedon Minor Injuries Unit

If you have an injury that is not serious and the patient is over 12 months of age, you can visit Clevedon Minor Injuries Unit at North Somerset Community Hospital, Old Street, Clevedon, North Somerset, BS21 6BS

The Minor Injury Unit (MIU) is a purpose-built facility offering treatment for a wide range of minor injuries (see list below).

Treatment is delivered by specialist emergency nurse practitioners who are fully trained in both adult and paediatric care.

The Minor Injuries Unit is able to treat patients with minor injuries such as:

- Wounds and grazes
- Cuts needing stitches
- Trips and falls
- Broken bones (we have an x-ray facility on site)
- Minor burns
- Sports injuries
- Sprains, bruises and abrasions
- Head injuries (no loss of consciousness)
- Simple eye trauma e.g. foreign bodies
- Removal of foreign bodies
- Advice
- Minor injuries in children over 12 months of age
- All minor injuries following accidents / incidents.

Anyone above the age of 12 months can visit the MIU. Our waiting times are usually much shorter than at your local A&E department. We aim to see people within two hours and children are dealt with as a priority.

By attending the Minor Injuries Unit you can avoid delays and help ease the pressure on our local A&E departments.



### Patient Access

Patient Access allows you access to your medical records online, you can order repeat medication, check allergies, book appointments and have access to your clinical coded data. To be able to use patient access, reception generate you a pin number, which then allows you to create an account. Get set up today, all we need is proof of address and photographic ID.

Please note: For access for under 16s please speak to reception for more information



### Extension Opening hours available

As a practice we offer a number of GP and Phlebotomy appointments each week, that are outside of our normal opening hours. Please ask at reception for the availability of these appointments.

Please note, cancellations of these appointments must be at least 24 hours in advance to allow us to be able to rebook.

The choices are:

7.00am—8.00am (Wed, Thu and Fri)\*

6.30pm—7.30pm (Mon)\*

Saturday Morning Clinics once a month 9am—12

\*Days are subject to change



### Easter Opening hours

#### Harbourside Family Practice

Thursday 18th April—8.00am—6.30pm

Good Friday (19th April) – Closed

Easter Weekend - Closed

Easter Monday (22nd April) – Closed

Tuesday 23rd April 8.00am – 6.30pm

Normal hours resumed going forward



*If you need to speak with a doctor outside of these hours please call NHS 111*

### CQC Result

*Harbourside Family Practice has been judged "Good" by the Government's national watchdog. The Care Quality Commission, which visits GP surgeries nationwide, concluded that Harbourside Family Practice deserved the rating following a full-scale inspection last year.*

*Fran Upshon, Practice Manager says: "Inspections on this scale are always nerve-racking so we are delighted by the Commission's findings. We were given a Good rating in all areas. Our ever-growing register of patients can be assured that, despite financial restraints, we will continue to do our best for them."*



### ABDOMINAL AORTIC ANEURYSM SCREENING

The Bristol, Bath & Weston AAA screening Programme has been scanning men aged 65 and over for the last 6 years. The screening takes place at over 100 GP surgeries, which we attend a few times each year.

#### What is AAA?

An Abdominal Aortic Aneurysm is a weakening of the walls of the Aorta; the large blood vessel running from your heart downwards.

In older men in particular, there can be a weakening of the Aorta walls, leading to bulging and if left untreated, it can ultimately rupture. Sadly most people do not survive a rupture and there are rarely any symptoms to let you know you have one. So the aim of the national screening programme is to detect AAA's when they are smaller. They can then be monitored over time, until they reach a size when a procedure can be considered.

#### Why only men?

Women do suffer from AAA's but it is far less prevalent than it is with men. As such no national screening programme exists for women.

#### I am a man over 65 and have never been screened; how can I get a scan?

As the local AAA screening programme was only introduced in 2012, anyone aged 71 or over won't have been automatically invited. These men can however self-refer by calling 0117 414 8610 or emailing [aaascreening@nbt.nhs.uk](mailto:aaascreening@nbt.nhs.uk). More information can be found at <http://www.nhs.uk/conditions/Repairofabdominalaneurysm/Pages/Introduction.aspx>

The scan is not invasive and uses ultrasound. It takes around 10 minutes and results are provided immediately.

If you would like to take advantage of this free NHS service, please contact us Mon-Fri using the above details.