

Patient Participation Group

Our next Patient Participation Group meeting is on Monday 1st July at 6pm. For more information about our PPG please see our website or the PPG board in the waiting area on the ground floor. 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.

Make the most of your appointment time

Patients are booked into 10 minute appointment slots with GPs—there are things you can do to get the most out of your appointment time:

1. Plan what you want to talk about and what you are going to say—doctors only have time to sort out one problem per appointment. If you have a complicated problem or more than one problem please request a double appointment
2. Tell your doctor what you think is wrong—then they will know what you are most worried about
3. Tell your doctor what you are expecting them to do
4. Ask questions and take notes
5. At the end of the consultation check you have asked the most important questions, e.g. what happens next and what do you need to do? What is the doctor going to do?
6. Wear loose clothing if you are likely to be examined
7. Make a separate appointment for each family member

For more information see: www.patient.co.uk and watch Dr Sarah Jarvis 'How to make the most of GP appointments'

CQC Rating: GOOD

If you have any feedback about the content or ideas for future issues of our newsletter please speak to Reception. If you would like to receive a copy by e-mail please e-mail us at reception.harbourside@nhs.net



Please follow us on twitter
@harboursidefam1



when it's less
urgent than 999

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



I have just been for a cervical smear test and coil change which was long overdue.. I was greeted by the Dr and a lovely nurse.. I was incredibly nervous as I had built up in my head that the procedure was going to be unpleasant.. they put me at ease straight away and told me the benefits of having this done. The Dr was quick and efficient and there was only a very slight discomfort.. I could kick myself that I had left it for so long.
www.nhs.uk_April 2019



Practice News

- Dr Carol Naughton retired from the Practice on Friday 31st May—we wish her lots of rest and relaxation for her retirement
- Harriet Rye—our new Nurse Manager started on Monday 3rd June. We welcome her to our team.
- We have two locum GPs starting with us over the coming weeks:
 - Dr Domnita Neagu (will be with us until December), and
 - Dr Kate Wood (will be with us until Spring 2020)
- We are delighted to announce that Dr Eleanor Bradley has agreed to be one of our long term locums
- First contact physio pilot is now live—this service is for patients who have a new musculo-skeletal problem that they have not previously received treatment for from the physio team. For more information please speak to reception.

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

Harbourside Summer Newsletter 2019



Did not attend rates

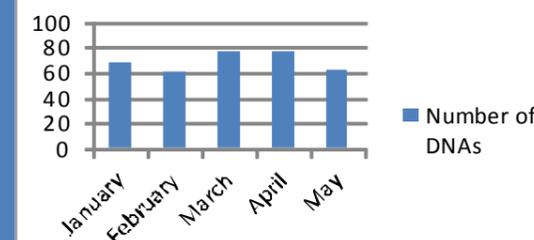
On average over 60 people per month do not attend their pre-booked appointments. If they cancelled, we would have enough appointments for everyone. Please be considerate of your fellow patients.

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.

Number of DNAs



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Parkrun Practice

Harbourside Family Practice is a 'parkrun practice' which is an initiative established by parkrun and the Royal College of General Practitioners. We were delighted that some of our staff and patients did a 'volunteer takeover' at Ashton Court parkrun on Saturday 2nd March 2019. We were the first GP practice associated with Ashton Court parkrun to do so. The aim of the parkrun practice initiative is to:



- Improve the health and wellbeing of practice staff.
- Improve the health and wellbeing of patients and carers, reducing the need for lifelong medication.
- Raise awareness amongst the parkrun community of services that practices provide.
- Contribute to the development of a local community and environment that is centred around wellness generation.
- Support the UK-wide movement to scale up social prescribing activities.

You can read all about our volunteer takeover here: <https://www.parkrun.org.uk/ashton-court/news/2019/03/03/parkrun-practice-in-action/>.

The nearest parkrun to Portishead is at Ashton Court, where you can walk, jog or run 5km every Saturday morning at 9am. More information about Ashton Court parkrun can be found here: <http://www.parkrun.org.uk/ashton-court/>.

Why not give it a go one week, or perhaps offer to volunteer to see what it is all about.

We will be volunteering again in the summer, so we do hope you will be able to join us!

Please contact our practice manager if you would like further information about getting involved.



Babies and children in the sun

Encourage your child to play in the shade especially between 11am and 3pm, when the sun is at its strongest. Under the age of 6 months babies should be kept out of direct sunlight. Be sure to cover up your child with over sized t shirts and loose cotton clothing. Get your child to wear a floppy hat that helps protect their face and neck, sunglasses are great for kids but be sure that these meet the British standard to help protect their eyes. Cover any exposed part of your child's skin with a sun screen that has a strong sun protection factor (no less than SPF15 is advised). Nose, ears, cheeks, tops of feet are all common areas that get burnt easily, when kids are enjoying the sun, make sure you apply plenty to these areas. Reapply sunscreen or sunblock throughout the day, being sure to always reapply after swimming.

Your GP, nurse or pharmacist **will not generally give you a prescription for over the counter medicines** for a range of minor health concerns.



Instead, over the counter medicines are **available to buy in a pharmacy or supermarket** in your local community.



Prescription requests

You can order your repeat prescriptions by completing a prescription request form (available in reception), online or via your chemist.

Please ensure you order your repeat prescription in plenty of time—we need 72 working hours excluding weekend and bank holidays to process a prescription request.

Urgent prescriptions will only be issued for certain medications, a list of these can be found on our website, <http://www.harboursidefmp.nhs.uk/>

We are unable to take prescription requests over the phone.

NHS App

The new, simple and secure way to access a range of NHS services on your smartphone or tablet.



You can use the NHS App to:

- Check your symptoms
- Find out what to do when you need help urgently
- Book and manage appointments at your GP surgery
 - Order repeat prescriptions
- Securely view your GP medical record
 - Register to be an organ donor
- Choose how the NHS uses your data