

# Close Farm Surgery Patient Newsletter



## Summer Edition 2019

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## Flu clinics 2019/20

It is hard to believe that whilst we are enjoying the lovely sunshine we are busy planning our flu clinics for the autumn! There are two types of flu vaccines again this year; one for eligible patients under the age of 65 and a different vaccine for patients over the age of 65. Therefore we will be holding separate Saturday flu clinics for each of the vaccines. The dates are:-

Saturday 28<sup>th</sup> September – over 65 years of age

Saturday 5<sup>th</sup> October – over 65 years of age

Saturday 12<sup>th</sup> October – under 65 years of age

The clinics will start at 8.30am and finish at 11.30am. Eligible patients are:-

- Women who are pregnant
- Registered carers (if you are a carer please can you ensure this is on our records)
- Anyone working in health and social care (evidence required)
- Patients with certain cancers currently undergoing treatment
- Patients with a BMI of more than 40
- Anyone over 65 years old

We would particularly encourage those patients under the age of 65 who have one of the following medical conditions to have the flu vaccination:-

- Asthma (if taking regular inhaled steroids)
- COPD (chronic obstructive pulmonary disease)
- Heart failure or ischaemic heart disease (angina or previous heart attack)
- Chronic kidney disease or chronic liver disease
- Diabetes, stroke or TIA's (transient ischaemic attacks)
- Immunosuppressed patients and their families

We will also be offering clinics during our Monday extended hours clinics, on a Friday afternoon and opportunistically throughout the autumn/winter months. Special children's clinics will also be held.

The number of recorded cases of flu decreased last year due to the high uptake of the vaccine and therefore reduced prevalence in the community. **The flu vaccine is the best protection we have against an unpredictable virus which can be very unpleasant.** Please speak to reception who can arrange your appointment.

## Active signposting

The pressures facing General Practice are well publicised and well known. In recent years we have seen a shortage of doctors and a large increase in patient attendances. Our reception team will now ask you more questions when you book an appointment. The doctors have given them specific training on how to direct patients to the most appropriate service as not all health problems need to be seen by a GP. There are often more appropriate, and more convenient, alternatives available. By freeing up essential doctor time we can spend this with our most unwell patients. Please can we ask that you co-operate with our staff when asked for the reasons for your appointment.

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## **Facebook page**

Did you know that we have a practice Facebook page? Follow us @closefarmsurgery to receive regular news and updates about the practice as well as details of health campaigns and important health information.

## **RSVP Volunteer Driver Scheme**

Do you struggle to attend routine appointments at the surgery and have to rely on friends or family to bring you? Did you know that the practice is working with the Retired Seniors and Volunteer Programme (RSVP) to offer a volunteer driver scheme to our patients? Volunteers (who are also registered patients at the practice) will collect you from your home and will bring you to routine pre-booked appointments. To access this service, patients will need to complete a consent form so your details can be passed on to volunteer driver co-ordinator. When you require transport you simply contact the co-ordinator giving them details of the date and time of the appointment and they will make arrangements for you to be collected. Whilst the service is staffed by volunteers, we do ask for a small contribution towards the cost of petrol which is paid directly to reception. At the end of the month we arrange for the drivers to be reimbursed for their petrol costs.

We are always looking for more volunteers so if you would like to help our vulnerable patients please speak to reception. Full training is given for the role and there will be no increase in your car insurance premiums. The role is very flexible and can bring great rewards to both the volunteer and the patient.

## **RSVP Befriender Scheme**

The practice has also set up a Befriender Scheme where volunteer patients will visit lonely or isolated patients once a fortnight to offer a bit of company. We have many patients who have expressed an interest in receiving this service but sadly we do not have enough volunteers. If you can spare a couple of hours a month to help improve the quality of life for someone close by we would love to hear from you. We would match you with someone who does not live too far from you so this would be easy for you to keep in touch. Again full training is given by the Programme who will support you in this role. For further details please speak to reception. We very much look forward to hearing from you.

## **Cervical screening**

Cervical screening is a free test that helps prevent cervical cancer. It is not a test for cancer but a small procedure which looks for cell changes (abnormalities) in the cervix caused by high-risk human papillomavirus (HPV). In the UK if you are registered as female you are invited every 3 years between the ages of 25 and 49 and every 5 years between the ages of 50 and 64. You will be sent a letter from the local screening department asking you to book an appointment at the surgery.

We offer appointments with either Janet Wells or Bryony Kay our Practice Nurses during the day or during our extended hours surgeries on a Monday and Thursday evening.

For further details please contact Jo's Cervical Cancer Trust on 0808 802 8000 or visit [www.jostrust.org.uk](http://www.jostrust.org.uk)

The NHS has also produced a leaflet with details of what the test involves and how important it is to attend for regular screening. This can be accessed at [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/790791/CSP05\\_an\\_easy\\_guide\\_to\\_cervical\\_screening.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/790791/CSP05_an_easy_guide_to_cervical_screening.pdf)

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## **MEDICINES CORNER**

### **Requests for urgent prescriptions**

We aim to process all requests for prescriptions within 48 hours. We receive large numbers of requests on a daily basis. A request for urgent medication is not processed in the normal way and has to be actioned by a doctor – meaning there is less availability to a doctor for other patients. The risk of a medication prescribing error also increases when requests are dealt with outside of the normal routine. Therefore unless your request falls within a certain narrow range of emergency drugs, your request will be processed in the usual timeframe.

<b>Emergency drugs</b>	<b>Non-emergency drugs</b>
<ul style="list-style-type: none"><li>• Patients with cancer requiring medicines at the end of life</li></ul>	<ul style="list-style-type: none"><li>• Antidepressants / sleeping tablets / regular painkillers</li></ul>
<ul style="list-style-type: none"><li>• Patients with heart failure</li></ul>	<ul style="list-style-type: none"><li>• Skin creams for eczema / psoriasis / acne / dry skin</li></ul>
<ul style="list-style-type: none"><li>• Insulins</li></ul>	<ul style="list-style-type: none"><li>• Tablets for high blood pressure / cholesterol</li></ul>
<ul style="list-style-type: none"><li>• Medicines for epilepsy</li></ul>	<ul style="list-style-type: none"><li>• Oral medication for diabetes</li></ul>
<ul style="list-style-type: none"><li>• Salbutamol/Ventolin</li></ul>	<ul style="list-style-type: none"><li>• Asthma inhalers (excluding Salbutamol/Ventolin)</li></ul>
<ul style="list-style-type: none"><li>• Warfarin</li></ul>	<ul style="list-style-type: none"><li>• Eye drops</li></ul>
<ul style="list-style-type: none"><li>• Rivaroxaban / Apixaban</li></ul>	<ul style="list-style-type: none"><li>• Routine oral contraception</li></ul>

Most medication is issued in batches of 28 or 56 days' supply. We cannot issue medication prior to 7 days before the due date and would ask patients not to request medication too early unless this is due to holidays or special arrangements. If this is the case, please write this on your counterfoil or your request may be rejected.

### **Medication reviews**

Please can patients ensure that they attend for regular medication reviews. The date when your medication review is due is printed on the counterfoil of your medication listing. It is important to remember that even if you have been on the same medication for some time, changes can still take place which can reduce their effectiveness. For instance, you may have another medicine prescribed to you, in which case you need to be sure that both medicines are working well for you when used together. You may start taking new supplements, develop other conditions, require antibiotics, or start noticing possible side-effects.

By keeping your medication regularly updated and reviewed, you can be sure that your medications are working as they should. In some cases, it may be that you no longer need to take medication, or it could be necessary to reduce or increase the amount you are taking.

### **Over the counter medicines**

Some medicines for minor illnesses can be bought over the counter without a prescription, so you can treat yourself without needing to see a GP first.

Simple painkillers, cough remedies and allergy tablets for example can be brought directly from supermarkets and other stores. Other types of medicines such as eye drops or emergency contraception are available without a prescription but need a pharmacist's supervision so are only able to buy from behind the pharmacy counter. Prescription-only medicines such as antibiotics must be prescribed by a qualified health professional. This may be a GP, hospital doctor, dentist, nurse, pharmacist, optometrist, physiotherapist or podiatrist.

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## **Our doctor team and their normal working days (from July 2019)**

- Dr Luke Parker – Monday, Tuesday & Thursday
- Dr Lesley Haynes – Monday, Tuesday & Friday (morning)
- Dr Ash Singh – Monday, Wednesday, Thursday & Friday
- Dr Gill Degens – Wednesday & Friday
- Dr Jennie Wallace – Wednesday & Thursday
- Dr Claire Pugh – Monday, Tuesday & Wednesday (morning)

Our doctors rotate the on-call clinician and our partners offer extended hours surgeries on either a Monday or Thursday evening each week.

When the surgery is closed, out of hours cover is provided by the NHS-111 service. Calls to the NHS-111 service are free from both a landline and mobile phone.

## **Useful telephone numbers to help you**

Age UK	0117 929 7537
Alcoholics Anonymous	0117 926 5926
Alzheimer's Society	0117 961 0693
Bristol Autism Support	07787 452 164
Butterflies Haven (autism support)	0117 329 0123
Care Forum (similar to Health Watch)	0117 965 4444
Carers Line	0117 965 2200
Citizen's Advice Bureau	0844 826 9688
Cossham Hospital	0117 340 8400
CRUSE Bereavement	0117 926 4045
Diabetes Education (local)	0117 959 8970
Domestic Violence Unit Thornbury	0117 945 5984
Kingswood Community Travel (Dial & Ride and Green Community Travel)	0117 961 6016
Macmillan Cancer Support	0808 808 0000
National Dementia Helpline	0845 300 0336
NHS Smoking Helpline	0800 022 4332
Pregnancy Advisory Service (Marie Stopes)	0845 300 8090
Relate	0117 942 8444
Royal United Hospital, Bath	01225 428 331
Samaritans	0845 790 9090
Samaritans, Bristol office	0117 983 1000
Silver Line (helpline for older people)	0800 470 8090
Social Services (South Glos)	01454 868 007
South Glos Drugs Project	0800 073 3011
Southmead Hospital	0117 950 5050
St Peter's Hospice, Brentry	0117 915 9400
The Carers Support Centre	0117 965 2200
United Bristol Healthcare Trust (BRI, BCH)	0117 923 0000
Well Aware	0808 808 5252
Yate Minor Injuries Unit	01454 315355

**If you would like this newsletter in a large print, please let us know**

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## **WHAT'S GOING ON IN MY COMMUNITY?**

### **North Common Village Hall**

Regular activities at the Village hall include:

Monday – lip reading, reading, zumba, kickboxing

Tuesday – IT for seniors, badminton, Slimming World, pilates

Wednesday - badminton, Tae Kwan Do

Thursday - yoga, flower club (last thurs)

Friday – keep fit, tea dance (3<sup>rd</sup> Friday of each month), wine circle (2<sup>nd</sup> Friday of each month)

### **Bitton Parish Council**

Allotment vacancies – There are two allotment sites within the Parish which are available for rent. Contact Sarah Jones on 07757 796155 leaving your contact details on the answer machine and your call will be returned or e-mail [sarahjonesbpc@hotmail.co.uk](mailto:sarahjonesbpc@hotmail.co.uk)

Oldland Friendship & Exercise Club - This sociable group meets every Wednesday morning from 10 am until 11.30 am for gentle exercise led by Spencer Davies who is a fully qualified trainer. The first session is free. Contact Spencer at the new Community Building at the rear of Redfield Edge School, High Street, Oldland Common, BS30 9TL or to find out more call 07825 155954

Buggy Walks – There are free buggy walks on the first Monday of each month. Walks run from Bitton Station starting at 10am and last approximately 45 minutes. There is no need to book you just turn up at 9.50am. There is a Facebook page (Bitton buggy walks) with further details. The group aims to cover 3km each week and returns to Bitton station café for a drink and sometimes a cake

Bitton history group – are you interested in local history? The history group meet regularly and have interesting talks with guest speakers. For further details contact Stephanie Bailey (chair) on 0117 9328949 or e-mail [stephanie4791@yahoo.com](mailto:stephanie4791@yahoo.com) or Mike Gates (secretary) on 0117 9328777 or e-mail [mj122@binternet.com](mailto:mj122@binternet.com)

### **Kingswood Heritage Museum**

Knit and Natter - Join a friendly group for knitting, crochet and embroidery Monday mornings from 10am – 12pm. £2 entry including refreshments. Contact Linda Payne on 0117 9605664 for details

Men in Sheds - The group aims to provide an exciting opportunity for men (and women) to work in wood and other materials on their own projects using the workshop and tools belonging to the Kingswood Heritage Museum. Members can also create and repair mechanical items in the workshop. The group meets on a Thursday morning in Kingswood Heritage Museum, Tower Lane, Warmley, Bristol BS30 8XT starting at 9.30am. Contact Mervyn Bishop on 0117 960 5664 or e-mail [mervyn.bishopp@yahoo.co.uk](mailto:mervyn.bishopp@yahoo.co.uk) for further details

Warmley Historic Gardens – The gardens are part of the museum and have 17 interesting points of interest and are lovely on a sunny day! They are open every day from 9am – 5pm

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## **Unity Oldland Methodist Church, Oldland Common**

Coffee morning – first Wednesday of each month from 10am – 11.30am (except August and January). A drop in morning for anyone who would like companionship and conversation

Nita nata – second and fourth Wednesday of each month from 2pm – 4pm. A group where you can bring some knitting and have a good chat and possibly learn some new skills

Stroke club – Tuesdays 1.30pm – 4pm for people who have recently had a stroke

Community choir – enjoy the health benefits of being part of a choir. Thursdays at 7.30pm

Wriggle, giggle & hop – Tuesdays 10.30am for parents or carers with babies under 4 years of age. A place to share and offer support and advice

## **Oldland Community and Youth Building**

Little learners – a baby and toddlers group for parents or carers of pre-school children. Lots of things to do and play both indoors and out and a social opportunity for both adults and young ones. Thursdays 10am – 12pm.

Zumba classes – Fridays at 10am. A fun way of keeping fit and healthy

Friendship & exercise sessions – each Wednesday 10am – 11.30am. Offering exercises which can be done either standing or sitting under the guidance of a qualified trainer followed by a tea break and then something fun such as skittles, indoor curling etc. contact Spencer on 07825 155954 for further details.

## **Cadbury Heath Library**

Tea, talk & stories shared reading group – Tuesdays 10.30am – 12pm. A place to relax, make new friends and share stories. People can drop in or sit down and enjoy listening to a great story or poem. There is no pressure to talk or read.

Discussion group – a way to discuss or debate current affairs. Last Friday of every month 10.30am – 11.30am

Coffee morning – weekly coffee morning for a coffee and a chat. Thursdays 10am – 12pm

## **Hanham Community Centre**

In stitches – Monday's 1pm – 3pm. A group who love to stitch and sew. The group use cross stitch, knitting, tat, bobbin lace, crochet and embroidery. Please contact Sonja Sillay on 07841 610864 or e-mail [sonia.sillay@blueyonder.co.uk](mailto:sonia.sillay@blueyonder.co.uk)

Our thanks go to members of our Patient Participation Group who have contributed with ideas or suggestions for groups or activities to be included in this this article on what's going on in our community which we hope will be of interest to our patients.