

Patient Participation Group

Our next Patient Participation Group meeting is on Monday 4th November at 6pm. For more information about our PPG please see our website or the PPG board in the waiting area on the ground floor.

You said, we did.....

You said: No appointments ever available. More needed on phone or on line

We did: By the end of July 2019, we had 25% of our appointments available to book online. This includes blood test appointments and we will be looking into putting some chronic disease appointments with our nurses online.

You said: There should be better coordination of prescriptions and medications

We did: We have been doing some quality improvement work with regard to our prescription process which has involved some of our patients. This work is ongoing but will improve the process for both patients and staff.

You said: Privacy at the desk is always an issue. The reception area is not very private.

We did: We have now introduced music into our waiting area and purchased some sound absorbing screens to improve privacy in our waiting area. We also have a separate room available should any patient wish to speak to a member of our reception team privately.

You said: The chairs in the waiting hall look well worn

We did: We have now recovered all of our waiting room chairs to refresh our reception area.

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



NHS



Please follow us on Facebook
@HFPSURGERY

Please follow us on twitter
@harboursidefam1



when it's less urgent than 999

Amazing service

From the ladies in reception to the nurses to the GP's you cannot fault the service. I had bloods taken by a member of staff. She is amazing—couldn't feel anything! The Dr is always helpful, very respectful and I feel I have been listened to. She takes her time and you aren't rushed through. Always apologises for running late, which isn't a problem because she is so nice! Thank you all.

NHS Choices—July 2019



Practice News

- Molly Thorne—our new Practice Nurse started in August. We wish her a very warm welcome to our team!
- Next time you visit our surgery, why not try out our free Wi-Fi available in the waiting room? Browse the internet and find out more about health apps and other health information.
- We now have a Harbourside Family Practice Facebook page, please search for @HFPSURGERY. Here you will find regular updates on what is going on at the practice, as well as useful information to help you feel able to look after your own health when it is right for you, and information on current health campaigns. Please note that this page is not manned 24/7 and if you have any questions, comments or feedback, please contact our reception team who will be able to help you further.
- We now have a chart available on our prescription desk in our waiting area and on our website showing all the different types of inhalers. We hope this helps patients identify the correct inhaler when requesting prescriptions.

Unacceptable Behaviour

We value and care for our staff. We would ask that they are treated with courtesy and respect. Any individual not complying with this request will be asked to leave the premises and may be removed from the Practice List.

Harbourside Autumn Newsletter 2019



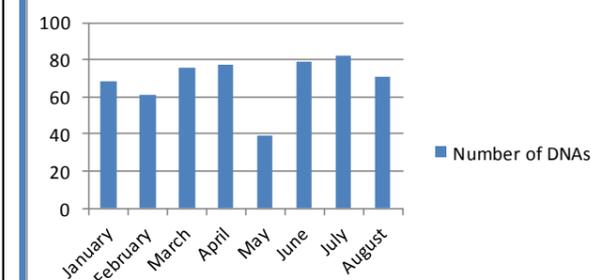
Did not attend rates

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 telephone system (option 2).

Number of DNAs



In this issue.....

Page 1: Did not attend rates and practice news

Page 2: Flu clinics 2019

Page 3: Sirona Care and Health, Primary Care Networks and Why has my repeat prescription been rejected?

Page 4: PPG, You said, we did....

Flu

It's flu season...

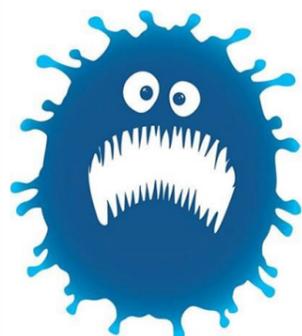
Please book your flu vaccination if you fall into any of these categories:

- Carers – anyone who, without payment, provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.
- 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 2020)



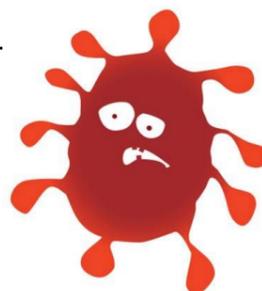
Go to our website or log in to Patient Access.

When prompted to select appointment type please select your age group for flu injections (see below).



Age 18 - 64 ONLY: Flu Jab (eligible patients only)

Age 65+ ONLY: Flu Jab



Sirona care and health

It has been confirmed that Sirona care & health (a community interest company, already working in the locality) are going to be the provider of community health services for adults across the local area going forward.

Sirona have secured this contract following a comprehensive period of due diligence. Community services already support thousands of people in Bristol, North Somerset and South Gloucestershire to stay well, through services such as district nursing, therapy, rehabilitation and specialist support such as diabetes care.

Sirona care & health will build on this by introducing smarter ways for health professionals to work, and joining care up more effectively around people's needs –involving general practices, the voluntary sector and social services.

This is in line with the vision set out in the NHS Long Term Plan which highlights the vital role that community health teams play in supporting people to stay well, closer to home.

Primary Care Networks

One of the key elements of the NHS Long Term Plan is for all general practices to join a Primary Care Network (PCN) and work together to develop integrated health and social care with other providers, e.g. District Nurses, North Somerset Council and Community Mental Health Services. Harbourside Family Practice is part of the Gordano and Mendip PCN. There are four other practices within this network: Portishead Medical Group, Heywood Family Practice, Clevedon Medical Group and Mendip Vale Medical Group.

Why has my prescription request been rejected?

- The most common reasons why your prescription may be rejected:

Early request	most medications are issued as 28, 56 and 84 packs. Orders should only be placed towards the end of your supply.
Over usage	if a medication appears to be overused or has recently been ordered.
Acute medications	these are "one off" medications and can't be issued as repeat prescriptions, e.g. antibiotics or a trial when starting a new medication or medications that need close monitoring during use.
Past drug	has not been issued in your recent medication history or was a "one off" and has now expired.
Medication review is overdue	all medications need to be reviewed by a GP or Pharmacist at varying intervals, it is very important you have regular reviews for conditions such as Asthma, Diabetes and the Contraceptive pill. If this review is overdue we cannot issue your medication. <i>NB: your review date can be found at the bottom of your repeat medication slip.</i>
- Please don't order your repeat prescription until you are due a new request and ensure you keep up to date with medication reviews.

A good system for issuing prescriptions is vital to improve medicine management and this will in turn:

- Improve care to patients
- Minimise risk to patient
- Minimise stock piling of medication
- Reduce medication waste
- Ensure medication reviews are carried out