

**Patient Participation Group**

Our next Patient Participation Group meetings are on **7th January 2020 at 6.30pm** and **4th March 2020 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.

**Choosing the right service for your ailment**

<p><b>Self-care</b></p> <p>Hangover Grazed knee Cough Common cold</p> <p><b>Sore throat</b></p> 		<p><b>NHS 111</b></p> <p>Need medical help fast but not an emergency? Don't know who to call and GP is closed?</p> 	
<p><b>Pharmacist</b></p> <p>Heartburn Sore throat Earache Eczema Headache Constipation</p>		<p><b>GP (Doctor)</b></p> <p>Unwell Vomiting Ear pain Back pain</p> <p>Mental health problems Unexpected weight loss</p> 	
<p><b>Walk-in centre</b></p> <p>If you cannot get to the GP and your symptoms are not getting any better</p>		<p><b>A&amp;E or 999</b></p> <p>Severe bleeding Severe breathing problems Unconsciousness Severe allergic reactions</p> <p>Chest pain Choking</p> 	



**FEEDBACK FROM OUR PATIENTS:**

Really lovely kind staff on reception who went above and beyond to help out. The doctor was knowledgeable, efficient and very very kind  
Thank you

October 2019—via [www.nhs.uk](http://www.nhs.uk)

**Practice News**

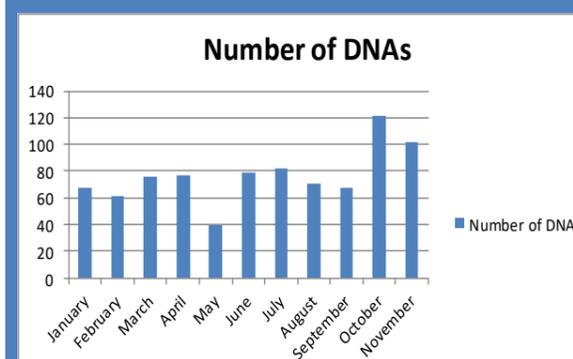
- Dr Elena Hazelgrove-Planel will be returning from maternity leave on Thursday 23rd January and we can't wait to have her back in the team
- Dr Sara Vajda has joined our team, as an international GP from Hungary, Dr Vajda will be seeing patients from the New Year
- We say goodbye to one of our Clinical Administrators, Sarah, in January and we wish her lots of luck in her future adventures
- Dr Ward will be going on maternity leave at the end of February and we wish her lots of luck with the new arrival
- We are a teaching practice and we will have two new students starting with us in January on a 4 week placement from Bristol University. You may be asked if you mind a student sitting in on your consultation with you. Please do let us know if you are happy to allow this.
- We have repainted all of our consulting rooms so we do hope you like our new refreshed look
- We are participating in the Green Impact Scheme. We are working towards getting our bronze accreditation by June 2020 so watch this space. The aim of this scheme is to increase awareness of the relationship between health, the environment and the impact that the provision of healthcare can have on the environment and wider society.

**Did not attend (DNA) 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 not attend their appointments so far this year.



**Prescription requests**

**Don't forget to request your medications to cover Christmas and New Year early - the last date we can accept prescription requests for collection before Christmas will be Monday 16<sup>th</sup> December. Thank you**

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**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)





## Online services at Harbourside Family Practice

If you are registered with us, you can access online services which allow you to:

- book, check or cancel appointments with a GP, nurse or other healthcare professional
- order repeat prescriptions
- see parts of your health record, including information about medicines, vaccinations, and test results

There are a number of different providers of online services and we have summarised a few below. It is entirely up to you which provider you choose to use. We do not support any particular one app.

Provider	Website	Apps
myGP	No website login	<a href="#">myGP iOS app</a>
NHS App	No website login	<a href="#">NHS App for iOS</a>
Patient Access	Patient Access browser version	<a href="#">Patient Access iOS app</a> <a href="#">Patient Access Android app</a>

### [How to register for online services](#)

To use online services, you need to sign up and prove who you are.

For the NHS App you can do this in 2 ways:

- by taking a photo of your ID (passport, UK or EU driving licence, or European national identity card) and recording a short video of your face while you say 4 numbers
- using registration details from your GP surgery

For other providers of online services, you can only sign up using registration details from your GP surgery. Please visit our reception team, bringing photo ID and proof of address with you and they will issue you an online PIN with all the details necessary to register. If your driving licence has the correct address on it, then just this one piece of ID is fine to bring with you.



### Get online with support from Healthwatch North Somerset and our PPG

- [Learn how to login for online appointments](#)
- [How to view your medical records online](#)
- [To organise your prescription & collect locally](#)
- [How to choose and book your hospital service](#)



**Come along to our free IT sessions where you can hear about the benefits of logging onto digital health services at Harbourside:**

- **Tuesday 28th January from 10am—1pm (Please see reception to book your space)**

*Note: It would be useful to have your Patient Access log in details, you can obtain these from reception on the day.*



### Harbourside festive opening hours

**Monday 23<sup>rd</sup> December:** 8.00am—6.30pm

**Tuesday 24<sup>th</sup> December:** 8:00am – 6.30pm

**Christmas Day:** Closed

**Boxing Day:** Closed

**Friday 27<sup>th</sup> December:** 8.00am—6.30pm

**Saturday 28<sup>th</sup> December:** Closed

**Sunday 29<sup>th</sup> December:** Closed

**Monday 30<sup>th</sup> December:** 8.00am—6.30pm

**Tuesday 31<sup>st</sup> December:** 8.00am—6.30pm

**Wednesday 1<sup>st</sup> January 2020:** Closed

**Thursday 2<sup>nd</sup> January 2020:** 8.00am—6.30pm



### Stay well this winter

**Cold weather can make some health problems worse and even lead to serious complications, especially if you are 65 or older, or if you have a long-term health condition.**

**Who's most at risk from cold weather?** - some people are more vulnerable to the effects of cold weather.

This includes:

- people aged 65 and older
- babies and children under the age of 5
- people on a low income (so cannot afford heating)
- people who have a long-term health condition
- disabled people
- pregnant women
- people who have a mental health condition

There are things you can do to help yourself feel well this winter:

- Get advice if you feel unwell

**Make sure you choose the right service for your ailment—see back page**

- Get a flu jab
- Keep your home warm
- Look in on vulnerable neighbours and relatives

For more information on how to stay well this winter, visit:

[www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/](http://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/)

