

Patient Participation Group

Our next Patient Participation Group meeting is on **2nd March at 6.00pm**. Details of future meetings will be posted on our website. 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. Please email: PPGHarbourside@mail.com

Cruse Bereavement

Cruse Bereavement is the leading national charity offering advice, support and information to children, young people and adults when someone dies. They have a website: www.cruse.org.uk and a free helpline: **0808 808 1677**

There is a monthly drop in session on the last Friday of the month at the Wesley Centre in Portishead 10.30am- 12pm, clients can access services by attending this without an appointment, and the same referral information will be taken as would be during a phone call.

Our 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.



NHS
National Institute for
Health Research

Keeping your contact details up-to-date

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.

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



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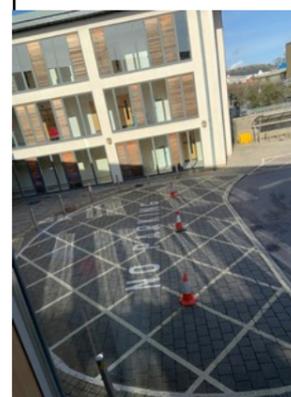
@harboursidefam1

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

NHS I came over from Ireland, stupidly left my medication back at home which I have to take every day. I went into Harbourside by recommendation from my daughter to see if they could help. I was greeted by two lovely ladies on reception, one being the manager. She was very helpful and got me seen by a doctor who was also very lovely and helpful too. I left the practice very relieved as I got my prescription and was treated very well and dealt with very high professionalism, kindness and understanding that these things happen. So I would like to thank the reception ladies, and the lovely doctor for helping me without any problems, and for being very kind. You are a credit to your services and I appreciate you all very much.

Practice News

- We are happy to have Dr Elena Hazelgrove-Planel back from maternity leave. Dr Johns will also be returning from her maternity leave mid-March.
- Dr Ward has now started her maternity leave and we wish her lots of luck with her new arrival!
- We have welcomed Rebecca Dugdale, our new Clinical Administrator to the team.
- We are really excited to welcome Damien Green, our newest Emergency care practitioner who starts with us at the beginning of March.
- We are currently participating in the Green Impact for Health Scheme. We are working towards achieving our bronze accreditation by June 2020.
- In January, we had our first Annual Regulatory Review by the Care Quality Commission (CQC). For practices rated 'good' or 'outstanding' the CQC have changed the way they monitor practices. They now schedule an annual telephone call with each practice. The inspector asked us lots of specific questions about the services that we offer. We are pleased to report that they remain pleased with the care and services that we provide to our patients.
- We are aware we have very little space in our car park, however, we are still having people parking in the yellow hatched area right in front of the main surgery entrance. This area is for ambulance emergency use only.



Please do not park here as you can obstruct an ambulance from getting quick access into the surgery to help a very poorly patient. We do have disabled parking bays and normal car park bays in our car park. It is also possible to park on the streets surrounding our surgery for free. Please help us to keep this area clear for emergency use only.

HARBOURSIDE NEWSLETTER SPRING 2020

Did not attend (DNA) rates

Thank you

We would like to thank the 95% of patients who kept their appointments last month. Thank you very much!

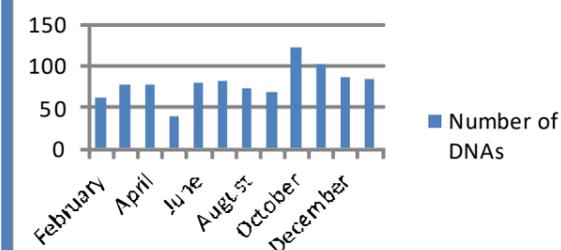
Unfortunately 5% of appointments were missed.

If for any reason you are unable to keep an appointment, please **advise us** or **cancel**. This enables us to see more urgent cases.

You can cancel an appointment by:

- Responding to the text reminder you receive
- Online
- By coming into the practice –our quietest time is between 12pm and 2pm
- By Calling and leaving a voicemail on our new telephone system (option 2)

Number of DNAs



In this issue.....

Page 1: Did not attend rates, practice news.

Page 2: Prescriptions e-mail, Patient Survey, Easter opening hours, plan for Easter closures

Page 3: Our clinical team at Harbourside, GSK Inhaler Recycling Scheme

Page 4: PPG, Updating contact details, Cruse Bereavement

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

Did you know you can order your repeat prescriptions via email?

MEDICATION



As well as visiting the surgery to order your repeat prescriptions, you can now order your repeat prescriptions via email. The email address to use is: bnssg.harbourside.prescriptions@nhs.net (please note this is only for 'repeat' prescriptions).

When emailing in your repeat prescription request, please make sure to include your:

- full name
- date of birth
- the exact name of the medication you require along with the dosage

Please note that we still do not take prescription requests over the telephone. For more prescription FAQs, please check out our website.

Patient survey

Our Patient Participation Group are helping us to conduct another patient satisfaction survey during February/March. We would love to hear what you think about the services that we offer and whether there are any improvements that we need to make to provide a better service for everyone that we care for in the community. Our survey is also available to be completed online. Please go to the homepage of our website and click on the 'Satisfaction questionnaire' link.



Easter Opening hours

Thursday 9th April—8.00am—6.30pm

Good Friday (10th April) – Closed

Easter Weekend - Closed

Easter Monday (13th April) – Closed

Tuesday 14th 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

Your Prescriptions Over Easter

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 3rd April. After this date we can not guarantee your prescription will be ready before Good Friday (10th April), unless the medication requested is on our list of urgent medications. Thank you for your co-operation.



Our Clinical Team at Harbourside

General practitioners (GPs) –

Our doctors treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment. They focus on the health of the whole person combining physical, psychological and social aspects of care.

Practice Nurses –

Our nurses are involved in most aspects of patient care including: screening and helping patients to manage long term conditions (such as Asthma, COPD, Diabetes, Hypertension etc), family planning and women's health, child immunisations and advice, minor and complex wound management and travel health advice and vaccinations.

Healthcare assistants (HCAs) -

Our HCAs can do health checks, blood tests, blood pressure checks, ECGs, health promotion work (such as stopping smoking), dressings and some injections.

Phlebotomists -

Our phlebotomist collects blood samples from patients to help doctors or nurses to diagnose or monitor illness.

Practice Pharmacists -

Our practice pharmacist is an expert in medicines and their use. His knowledge of medicines and the effect they have on the human body is critical for the successful management of every type of medical condition.

Emergency care practitioner –

Our emergency care practitioner has received additional training to manage minor injuries and minor illness for injured or acutely ill patients of all ages. He has also been trained to safely prescribe a range of medication to treat patients.



GSK "Complete the Cycle" Inhaler Recycling Scheme

Recycling is one of the simplest ways we can make a difference to our environment and reduce our carbon footprint. Thanks to a new scheme run by GlaxoSmithKline called 'Complete the Cycle', used inhalers can now be recycled.

Patients can return all used inhalers to any community pharmacy to be disposed of in an environmentally safe way, preventing the release of greenhouse gases that occurs when inhalers are sent to landfill. If every inhaler user in the UK returned all their inhalers for one year, this could save 512,330 tonnes of carbon dioxide — the same as a Volkswagen Golf being driven around the world 88,606 times.

How to get involved

Simply hand in your empty, out of date or unused inhaler to a participating pharmacy or locate your nearest participating pharmacy here: <https://pharmacyfinder.completethecycle.eu/index.html>

Boots Pharmacy- 50 High Street, Portishead, Bristol, Avon, BS20 6EL

Boots Pharmacy - 29-30 Somerset Square, Nailsea, Bristol, Avon, BS48 1RQ

Rowlands Pharmacy - 111 Old Street, Clevedon, Avon, BS21 6BP

What happens to the inhalers

The inhalers are collected as part of routine deliveries, so no extra miles are travelled, and then taken to be sorted for recycling or recovery. Recovery means using the non-recyclable parts of the inhaler to generate energy.

GSK can also recycle and recover respiratory inhalers manufactured by companies other than GSK.

Read the GSK inhaler list to find out which inhalers they take back.