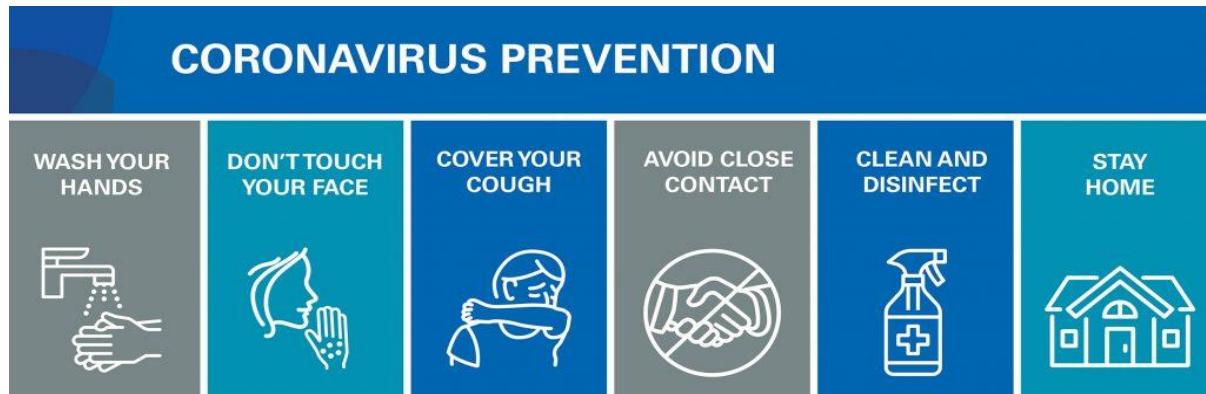


# Close Farm Surgery Patient Newsletter



## New Year Edition 2021

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[www.closefarmsurgery.co.uk](http://www.closefarmsurgery.co.uk)



### Practice updates

Our practice continues to offer appointments with our GP's on a same day telephone-first model which means all patients requiring clinical input are triaged over the phone first. If a GP feels it necessary to see you face to face, they will arrange to see you the same afternoon when we have fewer patients in the building. In November we appointed a new Physicians Associate. Catherine works with us on a Monday and can see patients with any type of minor illness. Catherine will speak to patients initially on the phone and if she feels she needs to see you, she has appointments available in the afternoon.

Our nursing team will see patients for bloods, dressings, injections, ECG's and family planning. Where possible, chronic disease management is being done over the telephone.

If you are attending for an appointment with a member of our clinical team, please can we kindly ask that you **DO NOT ARRIVE EARLY**. We only have limited space in our waiting room and we must ensure that social distancing is maintained at all times. If you arrive early you may be asked to wait outside if our waiting room is full. Thank you for your co-operation.

Patients are kindly asked to use our on-line services or telephone the practice rather than pop in to book appointments or with queries. We must keep our practice a safe and secure environment for our most vulnerable patients and reduce the number of people in the building at any one time.

Our practice offers eConsults via our practice website [www.closefarmsurgery.co.uk](http://www.closefarmsurgery.co.uk) – this allows patients to submit their symptoms or requests to their own GP electronically and offers around the clock NHS self-help information, signposting to services and a symptom checker. Patients can also request a sick note via this system. We aim to respond to requests within 24 hours.

To request medication on-line, you can either download the NHS App, sign up to Patient Access or e-mail your request to us at [close.farm@nhs.net](mailto:close.farm@nhs.net) Please allow 48 hours before attending the chemist or for collection.

When telephoning the practice you may be signposted to a pharmacist or other healthcare professional locally. Our team of receptionists have been trained in how to follow protocols created by our doctors and ensure that patients are safely signposted or where appropriate booked in with a GP.

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Below is a list of conditions that can be managed via self-care, by contacting NHS-111 for advice or by visiting a community pharmacy. Please help us to keep GP appointments for patients who need really need them.

Acne	Athletes foot	Back pain (less than 6 wks)
Chickenpox	Colds	Cold sores
Conjunctivitis (less than 3 wks)	Constipation	Emergency contraception
Diarrhoea & or vomiting	Croup	Eczema
Flu	Earache	Hayfever/allergies
Headaches	Haemorrhoids	Insect bites/stings
Menstrual problems	Head lice	Threadworm
Stye's	Rashes	Viral illnesses
Thrush	Sun burn	Mouth ulcers
Warts and verruca	Nail issues	Heartburn/indigestion

## **Attendance at the surgery for pre-booked appointments**

Please can we ask that if you are attending the surgery for an appointment you wear a face covering at all times while on practice premises. Could we ask patients do not arrive early for their appointments - our waiting room is quite compact and we can only have a small number sat inside at any one time. If you arrive early and the clinician is running late you may be asked to wait outside until a safe space becomes available. Thank you for your co-operation.

## **Facebook page**

We have kept in touch with patients throughout the pandemic on our Facebook page where we have posted regular updates on changes to the practice or services which can help. We would encourage patients to follow us to receive this vital information

## **Flu vaccines are still available**

We still have a supply of flu vaccines which we can offer to the following groups:-

- Patients over the age of 65
- Patients under the age of 65 in an at risk group and their household members
- Patients 50-64 years not in an at risk group
- Pregnant ladies
- Patients who work in a care or residential home
- Registered carers
- Patients with learning difficulties

To check if you are eligible, please contact reception.

## **Requests for sick notes**

If you need evidence that you cannot work because of Coronavirus, please use the following link, <https://111.nhs.uk/isolation-note>, to get an isolation note. You will be given a 16 digit reference number that your employer can use to check your isolation note. We are unable to provide sick notes for patients who need to isolate due to Coronavirus.

If you require a sick note due to other reasons than initial Coronavirus, please use eConsults via our website [closefarmsurgery.co.uk](http://closefarmsurgery.co.uk) or e-mail us at [close.farm@nhs.net](mailto:close.farm@nhs.net)

# Close Farm Surgery Patient Newsletter



## **Contact details**

Please could we remind all patients to ensure that we have an up to date mobile telephone number for you. We use this method to send out urgent messages to patients and invites for special clinics. This will also make it easier for us to contact you should there be any problems with your appointment or if we need to pass on an urgent message from the doctor.

## **NHS prescription charges**

The cost of each medication is currently £9.15. Prescriptions are free for patients who are:-

- Children under the age of 16
- Full time students aged 16, 17 and 18 in full time education
- Patients aged 60 and over

Prescriptions are also free for patients who have:-

- A valid cancer patient exemption certificate
- A valid maternity exemption certificate
- A valid prescription pre-payment certificate
- A valid war pension exemption certificate
- A valid NHS tax credit exemption certificate
- A valid HC2 certificate
- Been prescribed free of charge contraceptives

If you receive income support or income related employment and support allowance, income based jobseekers allowance (depending on certain criteria) or pension credit guarantee credit, your pensions are also free.

A prescription pre-payment certificate (PCC) may save you money. The currently cost £29.65 for 3 months and £105.90 for 12 months which means if you have 4 or more items in 3 months or 13 or more items in 12 months a PCC is a cheaper way to pay for your medication. You can buy a PCC online at [www.nhsbsa.nhs.uk/pcc](http://www.nhsbsa.nhs.uk/pcc) or telephone 0845 850 0030 for the form you need to complete.

For dispensing patients who do not pay for their prescriptions, we ask that you bring in evidence of your exemption or PCC when collecting your medication so we can add the expiry date to your records. This information is required from January onwards so we can maintain an up to date register.

## **Coping through Covid**

As the winter is now upon us and more time is spent indoors it is important that patients look after their mental health during these uncertain times.

- The Silver Line is a free and confidential support line for patients over the age of 55 and is open 24 hours a day. Their telephone number is 0800 470 8090.
- The Samaritans are there to listen and understand 24 hours a day, 365 days a year on 116 123.
- The Carers Support Centre offers a befriending and buddying service to patients caring for a relative or friend on 0117 958 9988 or 0117 965 2200.
- Mental health charity MIND provides advice and support to empower anyone experiencing a mental health problem on 0300 123 3393
- VitaMinds is a free counselling service in South Gloucestershire. Patients can self-refer via their website [vitahealthgroup.co.uk](http://vitahealthgroup.co.uk) or by phoning 0333 200 1893.

# Close Farm Surgery Patient Newsletter



## **Our doctor team and their normal working days**

- Dr Luke Parker – Monday, Tuesday & Thursday
- Dr Lesley Haynes – Monday, Thursday (morning) & Friday
- Dr Ash Singh – Tuesday, Wednesday, Thursday & Friday
- Dr Gill Degens – Tuesday & Friday
- Dr Pam Curtis – Monday (mornings), Tuesday & Friday
- Dr Jody Craft – Monday, Tuesday (mornings) & Wednesday
- Dr Jennie Wallace – Wednesday & Thursday

Our doctors rotate the on-call clinician and our partners offer extended hours surgeries

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
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	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 (relationships)	0117 942 8444
Royal United Hospital, Bath	01225 428 331
Samaritans	0845 790 9090
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, Bredon	0117 915 9400
The Carers Support Centre	0117 965 2200
United Bristol Healthcare Trust (BRI, BCH, BEH)	0117 923 0000
Yate Minor Injuries Unit	01454 315355

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