



MARCH NEWSLETTER

WHAT'S NEW?



Become a member of our PPG

Our patient group members are volunteers who provide feedback and ideas to help improve our facilities and services for the benefit of everyone.

WELCOME TO THE TEAM

Recruiting GPs is extremely difficult at present, particularly in Somerset where there are currently dozens of GP vacancies. Despite this we have now successfully managed to recruit three new GPs to the team.



DR. DAVE BADHAM

Dr Badham qualified from the Imperial College London in 1990 and will be providing remote consultations across both practices.



DR. MERSEDEH ABIRI

Dr Abiri qualified from St George's Medical School in 2001 and will be providing remote consultations across both practices.



DR. AEMUN REZA

Dr Reza qualified from the Imperial College London in 2016 and will be providing remote consultations across both practices.

PHARMACY FIRST SCHEME

The Pharmacy First scheme was launched by the government and NHS England on 31 January 2024 to give patients quick and accessible care and ease pressure on GP services.



WHAT IS PHARMACY FIRST?

Patients can now get treatment for seven common conditions directly from their local pharmacy, without the need for a GP appointment or prescription.

7 COMMON CONDITIONS

- 1 Acute otitis media - 1 to 17 years
- 2 Impetigo - 1 year and over
- 3 Infected insect bites - 1 year and over
- 4 Shingles - 18 years and over
- 5 Sinusitis - 12 years and over
- 6 Sore throat - 5 years and over
- 7 Uncomplicated urinary tract infections - Women 16 to 64 years

YOU CAN SEE A PHARMACIST ABOUT

- 1 Contraception
- 2 Blood pressure checks
- 3 Quit smoking
- 4 Advice on using and disposing of medicines
- 5 Help on how to manage your weight
- 6 Vaccinations and more

WHAT IF THE PHARMACIST CAN'T HELP ME?

The pharmacist will contact the practice and arrange for you to be seen by another member of the primary care team if necessary.

WILL I HAVE TO PAY FOR MY MEDICATION?

Usual prescription charges apply for those who normally pay and if you are exempt from paying prescription charges you will **still be exempt**.

If you're unsure if you need to pay for your prescriptions please contact the practice.

PROSPECTIVE ACCESS

GP Practices have been asked by NHS England to provide patients with access to their medical record going forward from 31st October 2023 via the NHS app (and NHS website) if you have a suitable NHS login.

WHAT'S PROSPECTIVE ACCESS?

Online access (prospective) to GP health records enables patients to view new health information in their GP health record through the NHS App and other online services.

ABOUT YOUR MEDICAL RECORD

Your GP medical record contains consultation notes based on conversations between you, your GP and their team: medicines prescribed to you; all test results including hospital investigations; allergies; vaccines; and your medical conditions along with documents that may have been sent from local hospitals, clinics or other agencies, e.g., the police. There is likely to be sensitive and personal information within your medical record.

We are supportive of providing you with access to your record, but we wish to do this safely and make you aware that this is happening so that you can opt out, if you want to. You may want to speak with us first to understand what it is that you will see, and the risks which may be involved in having such confidential data either on your smartphone with the NHS app installed or online if other people might have access to that information through your devices.

It's important to remember that these documents may, at times, contain information that could be upsetting, especially if they contain news of a serious condition. It can also be a cause for worry seeing results online when it isn't clear what the results might mean, and no one is available to ask, as can be the case during the evening or at weekends, for example.

HOW DO I VIEW MY RECORD?

The easiest way to get access is to create an NHS login through the NHS app. Although you can also access your GP records via the internet on a computer, the first bit is easiest if done through a smartphone. If you don't have one, you may have a family member or friend you trust who can help you.

Basic checks will be undertaken by the team to ensure that access should be granted. **It is up to a GP to decide** if you should have access to your online health record and if they consider it is not in your best interest, they will discuss the reasons with you.

VETERAN FRIENDLY

Redgate & Somerset Bridge Medical Centre's have become part of the Armed Forces Veteran Friendly GP Practice Accreditation Scheme.



WHAT'S THE AIM?

The aim of the scheme is to help support practices in better identifying and treating veterans, ensuring that they are referred, where appropriate, to the dedicated care that is available to them.

IMPROVE HEALTH OUTCOMES

A veteran is anyone who has served a day or more in the UK Armed Forces and can be of any age, gender, sexuality, ethnicity and nationality.

There are **1.74 million in England** and research shows that many may be silently struggling with physical or mental health problems as they worry that they won't be understood by civilian health and care professionals.

Research shows that becoming accredited benefits both veterans and practice staff, with veterans getting access to the right support for a better patient experience and improved outcomes. Furthermore, practice staff say it makes them feel motivated and proud of their role. There is also the potential to save time through reduced repeat appointments.

The difference it makes: Veterans

Jon Lynn - "Having a veteran friendly GP, I believe, saved my life. Thanks to the support I've received, I've managed to acquire a toolbox of techniques to help me deal with the issues I have as a result of my service, boosting both my mental and physical health."

HELP FOR UK VETERANS

- Veterans UK
- Royal British Legion
- Army Central Fund
- Help for Heroes
- Veterans Aid
- Veterans Gateway
- SSAFA
- RAF Association
- Defence Transition Services

TOP TIPS FOR VETERANS

For more information, speak to your GP or visit your practice website to find out how you can get the most from your GP.

DROP-IN SESSION

The NHS Somerset Digital Team are holding a drop-in session to offer support to patients who wish to register for the NHS App, or those who simply need help with any issues they are experiencing.



SESSION DETAILS

Join us at Somerset Bridge Medical Centre on **Monday 8th April 2024 from 11.00 am to 1.00 pm**

ABOUT THE NHS APP

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man.

Waiting list information in the NHS App

From the 30th January 2024, the NHS App will show patients in England an estimated waiting time for their hospital treatment at the NHS acute trust they've been referred to.

Digital prescriptions in the NHS App

Also available from the 30th January 2024, patients will be able to use the NHS App to view all their prescription details, order repeat prescriptions and generate a barcode that can be shown to a pharmacy for collection without a paper prescription from their GP.

HOW MANY PEOPLE HAVE SIGNED UP?

The NHS App now has more than **32 million users**, as of April 2023.

More than 28 million of these have fully verified their identity through NHS login, which means they can now access a variety of digital healthcare services quickly and securely through the NHS App.

Each prescription ordered electronically saves GP practices **three minutes of time and a patient 18 minutes.**

EVENTS & CLOSURES

Upcoming events and closures for Redgate & Somerset Bridge Medical Centre's.

CLOSURES:

29 MARCH 2024

Good Friday

All day

1 APRIL 2024

Easter Monday

All day

EVENT: HEALTH WALK

Join us for our next health walk.
Everyone is welcome.

3 APRIL 2024

Somerset Bridge MC

12.30 pm

17 APRIL 2024

Redgate MC

12.30 pm

GP APPOINTMENT DATA

8 JANUARY 2024 - 3 MARCH 2024

Registered patients: 12,655

Total appointments: 9,872

Face-to-Face: 5,503

Telephone: 2,734

Did Not Attend: 492

The above data is for both Redgate & Somerset Bridge Medical Centre's.