



Cannington Health Centre

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GP Partners: Dr Wendy Searle, Dr Craig Bobbett, Dr Katharine Allen, Dr David Sheasby

Summer Newsletter 2022



SUN SAFETY

This year is whizzing by before our eyes, we have already been lucky enough to enjoy some beautiful sunny weather, but here is a reminder of the NHS **Sun Safety** tips:

- Spend time in the shade between 11am and 3pm
- Make sure you never burn
- Cover up with suitable clothing and sunglasses
- Take extra care to protect children
- Use at least factor 15 sunscreen

For more information please visit:

<https://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/>

APPOINTMENT SYSTEM

From September 2021 and due to unprecedented pressure and demand, we were forced to cease the availability of pre-bookable GP appointments. All GP appointments can only be booked on the same day.

The surgery implemented this change as the demand has led to a waiting time of 4 weeks for a routine appointment. Many patients find this unsatisfactory and there have been increasing occasions where the receptionists are being subjected to inappropriate comments which is unfair and unacceptable.

As we have no other availability, routine matters are being added onto the list of the duty doctor for action that day. A duty doctors' day can be in excess of 40 consultations. Because of this demand, consultations to patients can be as late as 8pm at night. This is not safe practice for our patients or ourselves.

Having all on the day appointments, allows for all doctors to deal with what comes through on that day and give patients reassurance that they will not have to wait a month for a consultation.

We have not taken this decision lightly, however, we have to ensure that our team remain healthy to be able to provide services to you.

We are conscious that in the event of clinician sickness pre-booked appointments have to be cancelled. When this happens, appointments that have been booked in already for one month have to be rebooked. With the next slots available being a further month away, rebooking these appointments into these slots are not acceptable to patients or ourselves.

We ask for your understanding of this situation during the unprecedented demand on Primary Care.

The model of 'on the day appointments only', has been worked in the surgery before. We are not reducing the number of appointments available. We want our patients to be reassured that our consultations will continue to be a mixture of telephone calls and face to face.

We try our hardest with the resourcing and staff available and we ask that you be respectful of all of our team, they are normal people working their very best for you.

Thank you - Drs Searle, Bobbett, Allen & Sheasby

NHS COVID PASSPORT CERTIFICATE

You can now find proof of your COVID-19 vaccinations on the NHS App. This shows that you have been vaccinated.

If you cannot access the NHS App, please call 119 and they will be able to provide you with a paper version.

Please do not call the surgery, as we are unable to provide you with one.

Thanks



HAYFEVER

As the hay fever season begins, people who suffer from the allergy are being encouraged to **visit their pharmacist, rather than their GP for help and advice.**

You don't need a prescription for hay fever medication, as the items can be easily purchased at your local pharmacy or local supermarket, often much cheaper than the cost of an NHS prescription.

As well as over the counter medication, there are a number of ways that you can help protect yourself from symptoms of hay fever:

- Keep windows shut in the house and the car, especially when pollen counts are high
- Avoid grassy areas, woodlands and avoid cutting the grass
- Wear wrap-around sunglasses
- After being outdoors, wash your hands, face, hair, rinse your eyes and change your clothes to avoid spreading pollen around your home
- If possibly stay indoors when the pollen count is high
- Smear a small amount of petroleum jelly, such as Vaseline, inside your nose to help prevent pollen settling inside your nose
- Don't dry your washing outside to avoid pollen sticking to your clothes
- You can also buy a pollen filter for the air vents in your car.



BOOK YOUR SMEAR NOW...

Cervical screening **SAVES LIVES**, preventing up to 7 in 10 incidences of cervical cancer. Despite this, almost 1 in 3 do not attend for their smear test when invited.

Women aged 25 to 49 are invited every 3 years

Women aged 50 – 64 are invited every 5 years

If you are invited for your smear, please do not delay in booking an appointment!!

MIND IN SOMERSET

Mind are available to make sure anyone with a mental health problem has somewhere to turn to for advice and support. Mind's core purpose is to provide services and support to anyone affected by mental illness, improving their quality of life and wellbeing.

There is a 24/7 Mindline service, peer support groups, garden and art therapy and much more – there is a service for everyone. Mind have an open door and treat everyone as individuals, ensuring the right support is available at the right time and in the right way.

Mind have 'drop-in' sessions available in Bridgwater:

Bridgwater Town Hall,
High Street,
Bridgwater,
TA6 3AS

Monday and Friday mornings from 9am – 1pm.

Wednesday afternoon 2 – 5pm.

Other times are by appointment and in other venues around Sedgemoor and West Somerset.

For more information, please telephone 07521 497108 or email: sedgemoorsupport@mindlinesomerset.org.uk



Mindline
0800 138 1692
or
01823 276 892

If you need support please
call Mindline on 01823 276 892
or email
info@mindinsomerset.org.uk

ORDERING & COLLECTING YOUR PRESCRIPTIONS

Did you know that you can order your repeat prescriptions online?

If you have an NHS account, you can order repeat prescriptions using the NHS website or the NHS App from a smartphone or tablet. This service will give you access to ordering repeat medication at your own convenience.

You may not be aware that your NHS account will track the status of your medication order and provide you progress updates. It is important to review the tracking, as requests can be rejected from within the parameters of the NHS account and not be delivered to the surgery's system. Please keep a check on your medication order status as we do not wish for you to come to the surgery expecting your medication to be ready when the request has failed delivery and a rejection message remains unactioned from within your account.

Many people prefer not to use the internet, in which case, please use the printed slip that comes with your medication to place your next order. Please allow 3 working days and only tick the items that you require.

Order Monday – Collect Thursday
Order Tuesday – Collect Friday
Order Wednesday – Collect Monday
Order Thursday – Collect Tuesday
Order Friday – Collect Wednesday

We would prefer you to use the above methods to order your prescription, but if you do need to order over the phone, please use the dedicated phone line which is open 9.30am – 12.00pm Monday to Friday. The telephone number is 01278 655464.

We are now using a text reminder service to tell you when your prescription is ready to collect (assuming we have the correct mobile number for you on record), if you have not received a message within 3 days of your request, please contact us to check the status of your prescription before coming to collect.

Prescriptions can be collected anytime from 8am - 6pm Monday to Friday. Please note that the dispensary is closed daily between 1:30 - 2pm. During this time we are unable to dispense controlled drugs or answer any medication queries and you will be asked to return to the surgery during the dispensary opening hours.

ABUSE TOWARDS STAFF

It is with great sadness and disappointment that we should report that in recent weeks/months we have been subject to patients shouting, swearing and insulting members of the practice team.

We are dealing with exceptionally high demand and our team are working as hard as they possibly can to help and support our patients.

We are not alone in this, other GP practices and hospitals are all battling with a huge increase in workload and demand which has come about as a result of the pandemic. At the same time we have to manage the health and wellbeing of our own staff.

Many of the team are working long hours and some are often working late into the evening to keep up.

Please be kind to us.

Seeing staff members in tears following abuse is unacceptable and unnecessary.



COVID BOOSTER INFORMATION

Most people have had their COVID booster, but some people will require a 4th.

If you have been told you are eligible to receive a 4th dose, please book an appointment via the Government website or by calling 119. As a practice we are not providing this service and we are unable to assist with any booking requests.



#Think111First

Go online 111.nhs.uk or call 111



FLU JAB SEASON

We usually receive our vaccinations towards the end of September. Please **watch this space** for more information as to how and when you can book an appointment for a flu vaccine. Please do not ring or enquire about flu vaccines just yet, we will keep you updated as soon as we have more information.

KEEP YOUR RECORDS UP TO DATE

Please help us to keep your contact details up to date. If you change name, address or telephone number, please let our receptionists know by calling in or by writing to us. Please note, if you move outside the practice area you will need to find a GP surgery in your new area.



You can now register to receive information by text message on your phone regarding appointments and health care. If you wish to register for the text messaging service, please let us know so your records can be updated to reflect this.



CHILDHOOD IMMUNISATIONS

The vaccinations that children receive in their early years are vital in helping them to build protection against infections such as meningitis, diphtheria, polio, measles and mumps. If you have received a notification to book an appointment, or if you are unsure whether your child has received all their due immunisations, please contact the reception team and we will do all that we can to help you. **We hold a childrens vaccination clinic on the 1st Thursday of every month.**

DENTAL ISSUES

GPs are unable to advise or treat ANY dental issues. Somerset residents who are not registered with a dental practice should call NHS 111 if they need urgent treatment or advice. Following an initial call with a call handler, you will be put through to a dental nurse who will advise on next steps. This could range from general self-care advice to an urgent appointment being booked within 48 hours. You should call NHS 111 if you are suffering with severe dental pain that cannot be controlled with over-the-counter medication or if you have a dental or soft tissue infection.

GPs are not insured or trained to give dental advice.

