



Somerset Bridge
Medical Centre



Newsletter

July 2023



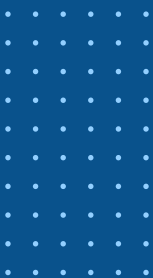
Stockmoor Park Estate, TA6 6LD



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www.somersetbridgemc.co.uk



Recruitment

Jessica Dunn has stepped up into the Duty Manager role at Redgate and Fay, a receptionist, is up-skilling to become a prescribing clerk. The practice has recently appointed two new receptionists to the team - Laura and Lara.

The practice has successfully appointed a remote working GP who will be joining the practice team in mid October providing 3 regular sessions per week. The practice is continuing to recruit additional GP support to the practice.

Student Nurses

Student nurses, Jodie, Andre and Holly have now completed their placement at the practice. We won't be hosting any student nurses between September and December but are hoping to host Year 3 and 4 medical students placements during the Autumn. The practice aims to work towards training practice status in the next 12-18 months with a view to having a GP Registrar in the future.

GP Assistant Role (GPA)

The practice is currently exploring the introduction of this role within the practice and has identified an existing member of the team who would be suited to the role. GPA's provide a support role for GPs, carrying out administrative tasks, combined in some areas with basic clinical duties. They can help to free up GPs time and contribute to the smooth running of appointments, improving patients experience in the surgery.



Health and Wellbeing Coaches

Debbie Johnson is now working as a Health and Wellbeing Coach (HWC) for Somerset Activity and Sports Partnership (SASP) and is now delivering weekly HWC sessions at Redgate on Tuesdays in addition to Rachael Cherry's weekly sessions.

Debbie can support you with:

- Healthy Weight Management.
- Diabetes.
- Pelvis Floor Dysfunction.
- Mental health issues e.g. Low mood/anxiety.
- Exercise with modifications for certain conditions such as Osteoporosis, Seated Lifestyle Reviews and Support.
- Find out more at www.sasp.co.uk/active-people

Carers' Week

Carers week had been overall a successful. Whilst there were not a high number of attendees at the Afternoon Tea events which the practice hosted, the practice was able to identify a number of new carers and signpost them to appropriate support services during Carers week. We plan to hold further signposting events for carers at our upcoming flu clinics.

News & Events

Redgate & Somerset Bridge Medical Centre's will be closed on Wednesday 13th September 2023 from 08:00 - 14:00 for mandatory staff training.

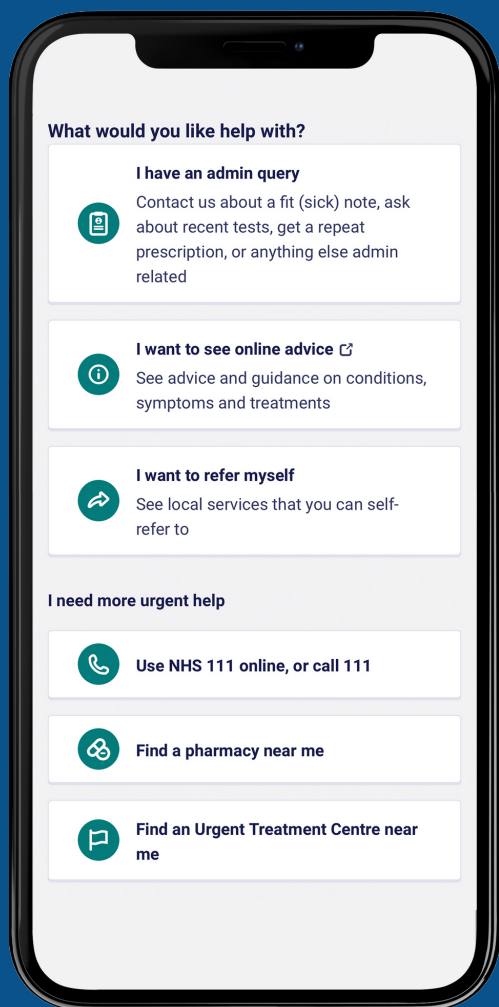
During the planned closure if you need to speak to a GP for an **urgent** medical issue that you feel cannot wait until the practice re-opens, please call 01278 454560.



Online Triage New

We're excited to introduce you to a game-changing healthcare tool that will revolutionise the way you access medical advice and support.

No account needed - simply submit a query directly through the practice website or via the NHS App. It should only take a couple of moments to do.



How does it work?

Online Triage allows patients to submit a non-urgent medical or admin query directly to the practice.

You can submit a request at a time that suits you, rather than having to wait in a queue.

We aim to respond to requests within 2 working days, most of the time this will be on the same day.

Continuity of care

You can request to be contacted by a specific GP or member of staff – if they are available we will do what we can to honour your request.

Quick

With a short and simple set of questions, we have a very high completion rate of forms.

Easy to use

Over 80% of patients find the form 'easy' or 'very easy' to use.



GP Appointment Data

NHS Digital has begun collecting data from General Practice appointment systems and have begun publishing it monthly.

The below appointment data has been collected for both Redgate & Somerset Bridge Medical Centres.

Appointment Mode Last 13 weeks - (3 April 2023 - 2 July 2023)	Registered Patients 12,575	Total Appointments 13,957	
Telephone Consultations 4,359	Face-to-Face 9,509	Home visits 89	DNA Appointments 964

DNA (Did Not Attend)

Last month more than 400 appointments at Redgate & Somerset Bridge Medical Centre's were wasted due to patient non-attendance. Reducing DNAs is important for improving access and helping a practice make best use of a clinicians time.

Please do let us know if you no longer require an appointment so we can offer it to another patient.

Cancelling an appointment

The practice offers a range of ways for patient's to cancel an appointment:

- Use the link provided with your text reminder.
- Contact the practice's mainline.
- Walk-in and speak to a member of the reception team.



Flu Season

Plans are already underway for this year's flu vaccination programme. Flu vaccinations are expected to arrive late September with dedicated vaccination clinics being arranged at both surgeries during normal opening hours, extended hours and on Saturdays to accommodate as many patients as possible.

Who's eligible?

- Children who are aged 2 and 3 years on 31 August 2023.
- Eligible school aged children.
- Those aged 6 months to under 65 years in clinical risk groups.
- Pregnant women.
- Those in long-stay residential care homes.
- All those aged 65 years and over.
- Carers - in receipt of carer's allowance or main carer of an older or disabled person.
- Close contacts of immunocompromised individuals (those living in the household).
- Frontline health and social care staff.

Change's from last year

Unlike the last two flu vaccination seasons, NHS England have decided that patients aged 50-64 who are not at clinical risk **WILL NOT** be eligible for a free flu vaccine this year.

If you're unsure whether you're eligible to receive a free flu vaccine, please contact our dedicated team on 01278 411523.



Community Gardening Group

If you have an hour to spare on a Tuesday at 12 noon, why not come over to Redgate Medical Centre. Our community Gardening Group is actively looking for additional volunteers to join them.

Whether you want to garden, pick some of our home grown produce or simply sit on the wall and chat with our lovely volunteers we would love to hear from you.

Follow for more updates on our Facebook and Instagram pages.

