

PATIENT NEWSLETTER



NUMBER 86

E-MAIL: bswicb.hopehouse@nhs.net
WEB PAGE: www.hopehousesurgery.nhs.uk



Our Team would like to wish all our patients a very happy and healthy New Year! Can we take this opportunity to thank all the many patients and friends who so kindly brought in gifts of biscuits and chocolates for our Team. We really did appreciate them and all the

lovely cards which brightened up our surgery. *Thank you!*

New Team Member

We are delighted to welcome Teresa Clothier to our reception team.

And if anyone has missed our last newsletters we have had wonderful additions to our team in the last few months to offer the best service to our patients:

Liz Paine—Pharmacy Technician

Safia Latif—Clinical Pharmacist

Andrew Mooney— First Contact Physiotherapist

Kayley Deacon-Church—Social Prescriber

Cherie James—Medical Administrator

Sam Lacey—Medical Receptionist

Improving Access will be hosted at Hope House Surgery from 3rd January until 31st March. This service has previously been held at Elm Hayes for residents of Three Valleys PCN but we are delighted to be able to share hosting this with them now to make it more accessible to our patients and local residents. Improving Access offers routine GP and Nurse appointments outside of normal surgery hours. These appointments are available from 6.30pm until 8.30pm on weekdays and 9am – 12.30pm on a Saturday and can be booked through our reception team, or you may be booked into one following a consultation with one of our clinicians if appropriate. This service is managed and provided by BEMS, our local GP Federation.

Community Pharmacist Consultation Service being well used across B&NES

Some of our patients have already been referred by us to this useful and quick service. Our receptionists can refer patients electronically to receive a phone call (within 4 hours and often much quicker) from a Community Pharmacist for any of the following: Insect stings, colds and coughs, earache, watery or runny eyes, constipation, diarrhoea, headache, skin problems (such as acne, spots, blisters, dry skin), mouth cold sores, ankle or foot swellingamong many others! If after speaking to you the Community Pharmacist needs to see you they may suggest a one-to-one personal consultation and will arrange this. Continue to call us as normal and if appropriate our receptionist may offer you this service.

Welcome To Your New Surgery !

Hope House Centre opened in July 2022 and we are delighted to now be based at this fantastic facility in the heart of Radstock.

Hope House Centre is home to Hope House Surgery, B&NES Children's and Family Centre and the Big Local Wellbeing Space and offers modern health and wellbeing facilities, patient car parking and is fully accessible.

Moving to this site has already seen improvements for both staff and patients and we thank you all for the wonderful comments we have received, either verbally or through the feedback text messages we have received. It was lovely to see so many patients attend our flu and Covid clinics, which we were able to hold inside the building – the staff really appreciated not having to work from a tent in the car park this year!

Since moving to this location, we have been able to increase our training placements, meaning that we have more doctors available to speak with and see patients. We have also been able to increase our reception and office staff as we now have additional desk space and this should help with call answering and processing of all paperwork received.

The extra accommodation has also enabled us to work with Youth Connect South West when they needed space to work from at short notice. We are also hosting Off the Record counselling services, Southside counselling services, The National Diabetes Prevention Programme, Cancer Support Group (via The Wellbeing College) and Dads Rock.

We are continuing to seek out other services and organisations to ensure that our local residents can access the services they need in a location that is accessible and convenient for them and will be working with our patient participation group to ensure we fully understand what is most important to our patients.

Stephanie Coombs – Practice Manager

Helping You With Self Care



Before ringing the surgery you might like to consider using one of these really useful self help contacts which we often give to patients:

Minor injuries Unit at Paulton Hospital. Open from 8am, last entry 7pm. Please search online for **Paulton Minor Injuries Unit** for full details and lists of the injuries they can assist with.

Your local Chemist

NHS Choices web page. www.nhs.uk or search on NHS Choices

The NHS Apps Library – lots of different self help apps you can download. www.nhs.uk/apps-library

The Government web site for all Covid advice: nhs.uk/coronavirus

Covid queries - The telephone number to ring is 119 – or go to the gov.uk website

Talking Therapies 01225 675150

KOOTH.com - confidential support for young people aged 11 to 18 - visit www.KOOTH.com for details. Kooth offers free, safe and anonymous wellbeing support and advice. Accessible from any internet enabled device, Kooth is available every day. Their web site offers online magazine, discussion boards and many more ways to support your people.

The Community Wellbeing Hub offers a wide variety of help and support; 0300 247 0050 or visit www.compassioncb.org.uk/wellbeing.... or search under Community Wellbeing Hub B&NES

HANDi app for parents.... Helping parents manage common illness in children and when to seek help. Available from the App store for Apple and Android devices.

Dental emergency If you do not have a dentist phone 111 for help to access a local dentist.

Victims of rape and sexual assault From December 2022 there is a new 24-Hour helpline for in England & Wales.... **0808 500 2222** or visit rapecrisis.org.uk



Wellbeing Courses

There is a new list of courses, creative works courses and activities at the Wellbeing college just released – please go to their web page at www.wellbeingcollegebanes.co.uk or ring them on 0300 247 0050 for details.



We are hoping to set-up a parkrun in Radstock.

We have a course (to be officially confirmed) but now need to put together a "core team" and pool of potential volunteers in order to progress further.

What is the Core Team?

The Core Team are 6/7 individuals; 2 Event Directors and 4/5 Run Directors who between themselves would organise and attend the parkrun each week. Two volunteers from the core team attend every parkrun, so there would be a rota of 1 in 3 or 1 in 4 weekends. Broadly they organise the parkrun, ensure it runs smoothly on the day and give guidance to the volunteers. Importantly you absolutely do not have to be a runner to be in the core team (or volunteer in general!).

Why do we want a parkrun in Radstock?

They are wonderfully inclusive events helping everyone's wellbeing from physical health, to mental health to loneliness. They bring a community together, friendships are formed, friendly chats along the way are had or over a coffee at the end. They provide opportunities to young people to volunteer and complete Duke of Edinburgh Awards and for CVs. With the rising cost of living, it would be wonderful to have one on our doorstep to walk, cycle or run to instead of having to drive elsewhere.

You can now follow us on Twitter! @HopeHouseGP



or on www.facebook.com/hopehousesurgery

facebook

or on Instagram .@hopehousesurgery



Normal Surgery Opening Hours



Doors open:
Monday to Friday: 08.00am to 6.00pm.

Telephone **01761 432121** lines open:
Monday to Friday: 8:00am to 6:00pm

For **urgent advice** call **01761 432121**

or if the surgery is **CLOSED** call

Out Of Hours on 1 1 1



Interested ? If you are interested in helping out - either as part of the core team or more generally as a volunteer - please email Julia at radstockparkrunsetup@gmail.com for more information. Happy to have a chat about what it involves. Expressions of interest by 6th January 2023 please so that we can start initial meetings in the New Year. Many thanks!