



Hope House Surgery Patient Newsletter



Winter 2024/25



As the festive season approaches the Team at Hope House want to wish you all a Merry Christmas and a Happy New Year. We hope 2025 brings you happiness and good health.

HELLO AND GOODBYE

Recently we have had some new staff changes. At the end of October our receptionist of 15 years, Sandra, retired from the team. Even though we are sad to see Sandra go, we wish her all the best and hope she enjoys every second of retirement. In November we welcomed two new receptionist team members, Kerry and Emily so please be patient and keep in mind they are learning.

ADDITIONAL ROLES REIMBURSEMENT SCHEME (ARRS)

Each member of the ARRS staff has a specialised role in your care. Their work is coordinated to ensure you get the help you need to heal and improve your quality of life. ARRS staff work together with a variety of health care professionals to ensure those in need receive the best care tailored to individuals aiming to alleviate the pressures in primary care.

Our ARRS staff include:

- Clinical Pharmacist
- Pharmacist Technician
- Care Co-Ordinator
- Social Prescriber
- Physiotherapist
- Nursing Associates

PUSH CLINIC

PUSH Clinics are held every afternoon across BANES during winter to quickly assess children aged 5 and under with a fever. If your child is booked an appointment with PUSH, you will be informed of the clinic location when the appointment is made.



CHRISTMAS OPENING

Christmas Day	CLOSED
Boxing Day	CLOSED
Friday 27th	8am-6pm
Monday 30th	8am-6pm
Tuesday 31st	8am- 6pm
Wednesday 1st	CLOSED



PPG

Our Patient Participation group (PPG) is a collective of volunteer patients, carers and surgery staff who look at the patient experience and services provided to find new ways of how we can improve. We are looking for some more volunteers to join us at our regular meetings to discuss, support and improve the running of our surgery.

If you would be interested in joining our PPG let us know via email bswicb.hopehouse@nhs.net or phone us on 01761432121

PARKRUN

Parkrun is a free, fun and weekly community event on Saturday starting at 9am taking place at Five Arches, Midsomer Norton. Come along to walk, run, jog, volunteer or spectate. To participate in parkrun register using: <https://www.parkrun.org.uk/register/?eventName=fivearches> or to volunteer email: fivearches@parkrun.com

NHS APP

The NHS app provides a simple and secure way of accessing a range of NHS services such as ordering repeat prescriptions, nominate your pharmacy, view your GP health record such as your allergies or medicines and use NHS 111 online to answer questions to get medical advice and care. You must be aged 13 and over to use the NHS App. Please note if you wish to see a detailed account of your medical records you need to request access from your GP allowing you to see information such as test results.

NHS TALKING THERAPIES

Talking therapies is a free NHS service for anyone who is registered with a GP to help people with their mental health or emotional challenges such as anxiety, low moods, struggling with a work- life balance, stress, nightmares and flashbacks. They tailor their help to individuals through guided self help, CBT or counselling.

Visit this link to access talking therapies:

<https://www.nhs.uk/mental-health/talking-therapies-medicine-treatments/talking-therapies-and-counselling/nhs-talking-therapies/>

SELF REFERRALS

Self referrals allow individuals to directly access certain healthcare without needing a GP. By using our website you can self refer to a variety of different services for anxiety, drugs and alcohol, maternity, podiatry, sexual health, smoking cessation, youth counselling, weight management and more.

To find out more and self refer, visit:

<https://hopehousesurgery.nhs.uk/services/referrals/>





PHARMACY FIRST

Pharmacists can provide guidance on various illnesses, including coughs, colds, sore throats, ear infections and general aches and pains.

They are also available to answer questions about medications, such as proper usage, concerns about side effects or any other queries you may have. If further assistance is needed they can refer to a GP or another healthcare professional. Most pharmacies can also offer prescription medicine for some conditions, without you needing a GP appointment. The pharmacists can offer medicine for:

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- earache (aged 1-17 years)
- sore throat (aged 5 and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16-64 years)

If you are not within these age ranges, a pharmacist can still offer advice and support but you may need to see a GP for treatment.

LOCAL ARTIST SHOWCASE

Our surgery is delighted to collaborate with the artists from the community project 'Little Lost Robot' based at the Old paintworks in Radstock. We are able to refer our patients to their creative and artistic community projects and we are pleased to be able to showcase their work in our surgery's waiting room.

We currently have the work of local artist Jo Slade displayed to improve the wellbeing of our staff and patients.

Art can help with mental health by:

- Improving cognitive function, self-esteem, self awareness, emotional resilience and social skills
- Lowering daily levels of biological stress and anxiety
- Helping people process difficult emotions in times of emergency and challenging events
- Boosting confidence and making people feel more engaged and resilient
- Alleviating depression and stress
- boosting self-esteem by affirming the originality of ideas

CHRISTMAS HOLIDAY REMINDERS

As Christmas approaches, we kindly remind you to order your medication in plenty of time to ensure you have everything you need before Christmas.

If you find yourself needing medical assistance during the period we are closed for Christmas, call 111 for non-emergency advice and 999 for emergencies.

