

Montpelier Health Centre, Bath Buildings, Montpelier, Bristol BS6 5PT – Tel: 0117 9426811



Welcome to our **Spring** Newsletter!



Hello and Goodbye!

We have welcomed several new members to the MHC team over the past few months:

*Munjoth, Tracy and Charlie - Reception
Jo – Buildings and Health and Safety
Louise – PA to the Practice Manager
Kate, Zosia, Greg and Fraser – Admin Team*

Dr Julia Webster, Dr Louisa Loughborough have joined the GP Clinical Team.

We have also said goodbye and good luck to:

*Ellie – Clinic Co-Ordinator
Caitlin – Registration Clerk
Sue - Receptionist*

Margaret, our Medical Secretary retired in December after 25 years with the Practice! She also became a proud grandmother shortly after she left us and we wish her well in her retirement and her new role!

Mark Ashton - Physician Associate

Mark Ashton has joined us as a Physician Associate. This is a rapidly growing healthcare role working alongside doctors in hospitals and in GP surgeries. Physician Associates support doctors in the diagnosis and management of patients. They are trained to perform a number of roles including: taking medical histories, performing examinations, analysing test results, and diagnosing illnesses under the direct supervision of a doctor.

We feel very fortunate to be able to offer these skills to our patients together with the roles of our existing clinical team.

Blood Tests at Montpelier Health Centre

We are unable to offer blood tests in our Open Surgery sessions unless your GP has written in your notes that this is an urgent request. We offer routine blood tests usually within a couple of weeks.

If we are unable to offer a time that is convenient to you then you are welcome to attend the Walk In Phlebotomy Clinic held every day at the BRI. Written details as below are available from the Reception desk.

Walk In Service for GP Patients
Location: A40-Level 4 BRI
Monday to Friday – 8.30am-5.30pm
Tel: 0117 3420370

On arrival, enter through the double doors and take a ticket – wait for your number to be called.

Proceed to blood room where your bloods requested by your GP will be available on screen and will be taken. Your GP will then be able to access these results in the usual manner.

Please note that this service is only available for blood tests requested by your GP. You will not be seen unless the request has been made on line from the surgery.



Bristol 4YP Project

Montpelier Health Centre is pleased to be part of the Bristol 4YP Project. 4YP is a way for young people between 13-24 years to find **free and confidential** help and advice on a variety of health issues relating to young people.

You can come on your own or with a parent/friend/carer and do not have to be registered with our practice to use this service.

Visit <http://www.4ypbristol.co.uk> for information about the services that are offered.



Montpelier Health Centre Patient Participation Group

We have a face-to-face Patient Participation Group who meet two or three times a year. We work with this group to gain patient views on everything from the service we provide, to our opening times. It is important that our PPG members come from as broad a spectrum as possible to obtain truly representative input. We particularly need young people and people from non-British ethnic groups to join us. Why not complete a form in Reception or on line and come and join us. We'd love you to be part of our Group!

Collecting prescriptions on behalf of someone else.....

Please note that in order to comply with the new General Data Protection Regulations it is now no longer possible for someone else to collect a prescription from the surgery on your behalf, without your **written consent** to do so.

This does not apply to pharmacies collection prescriptions, for which we have already obtained your consent.

Have you missed your appointment today?

There were **301** missed appointments in February. Appointments not attended (DNA's) have a marked adverse impact on the number of appointments available for patients. Please ensure you contact us in good time to cancel your appointment if you cannot make it or no longer require it. We can then ensure it is released to another patient.

As part of our new Health Care Navigation we are following up DNA patients each day, with a telephone call to ensure that all is well and that they were aware they had missed a booked appointment at the practice.

Patient Feedback

Your feedback is very important to us. It helps us to understand what we do well, and what things we can do better. There are a number of ways you can give us your feedback:

- Speak with our reception team or any member of staff
- Go to www.nhs.uk NHS Choices and leave your comments
- Visit our Facebook page – Montpelier Health Centre
- Leave a comment on our website, www.montpelierhealthcentre.nhs.net
- Complete the Friends & Family Test Survey, found in our waiting room.

Street Link

Street Link exists to help end rough sleeping by enabling members of the public to connect people sleeping rough with the local services that can support them.

If you are concerned about someone sleeping rough in Bristol (or anywhere else in England or Wales), you can use this website to send an alert to Street Link

www.streetlink.org.uk

The details you provide are sent to the local authority or outreach service for the area in which you have seen the person, to help them find the individual and connect them to support.

Primary Care Networks

Primary Care Networks (PCNs) are groups of family doctors and other health professionals who work together to develop programs and services designed to meet your everyday health needs. These can include health teams, after hours care, clinics and workshops.

A key part of the NHS Long Term Plan is to drive every practice across the UK to become part of a local Primary Care Network (PCN). Montpelier Health Centre will become part of a PCN in the near future.

So to help you keep up-to-date with developments, we've shared ten FAQs about Primary Care Networks, covering what they are and what they mean for the NHS:

What is a Primary Care Network?

'Primary Care Network' is the generic term used to describe a group of practices, and others, working together to care for a population of 30 to 50,000 patients in a geographic area. They're occasionally referred to by different names, e.g. primary care homes, clusters, localities, neighbourhoods, etc.

What does this mean for patients?

The introduction of Primary Care Networks will bring many benefits to patients.

Amongst other things, they'll experience:

- more joined up digital, telephone-based and physical services
- shorter waiting times to see the right professional
- more diagnostic and other services within their community for them and their families, for prevention, episodic illness and long term conditions.

Is there any evidence for this way of working?

There is evidence that this is a successful way of working at 3 healthcare organisations in New Zealand, Canada and the Netherlands

Are they not already here?

Approximately 85% of the UK is already covered by practices working together.

The aim of the Refreshing NHS Plan is for the whole country to be covered by April 2019, so that every practice will be in a Primary Care Network.

Is this a way to make practices merge?

This is about existing practices working together, not making them merge.

Done well, this collaborative approach to primary care will also help smaller practices cope, by sharing economies of scale with larger practices.

What will PCNs do?

They will enable practices to share data, staff and resources, so they can help develop and deliver a wider range of integrated services in their network.

The hope is that, as these services develop, less work falls to practices, and patients get a better service, e.g. self-referral to physiotherapy and mental health therapists without seeing a GP first.

Who else will be involved?

Eventually it is hoped that all community-based health services, social care and voluntary sector organisations become involved - with both helping plan and provide services.

More advanced PCNs are already involving local schools, job centres, housing offices and others.

How can I find out more?

There's a lot of resources available on the NHS [web site](#), including case studies and a useful video:

MONTPELIER HEALTH CENTRE

PATIENT PARTICIPATION GROUP

Community Coffee Morning

Why not come and join us on

Saturday, March 30th 2019

from 9.30am - 11.00am

at the surgery

for a coffee morning to meet the
members of our Patient Participant
Group and other patients within the
community who are registered at MHC?

A great opportunity to meet your
neighbours and make new friends - all
ages welcome!

