

Surgery Newsletter January 2021

Emersons Green Medical Centre, Leap Valley Surgery and Abbotswood Surgery
New Surgery Phone number: 0117 956470

First contact practitioners

From mid January 2021 first contact practitioners will be joining our practices.

A first contact practitioner (FCP) is an experienced physiotherapist who has the advanced skills necessary to assess, diagnose and recommend appropriate treatment or referral for musculoskeletal (MSK) problems on a patient's first contact with healthcare services

This means that patients contacting the surgery for problems relating to pain in their joints, muscles, ligaments, tendons or spine may be given an appointment with a physiotherapist first.

An FCP offers expert MSK assessment and diagnosis, however, is also integrated within the multi-disciplinary team in each GP practice. If appropriate, an FCP may prescribe a programme of exercises, refer for blood tests or X-ray, administer steroid injections, or refer a patient to an appropriate secondary health service. Our FCP's are Chris Martey and Emma Downie.

COVID-19 Vaccinations

We are continuing to deliver COVID-19 vaccines as part of a Primary Care Network, in collaboration with Downend Health Group, Orchard medical centre and Three Shires Medical Practice.

Please do not contact the surgery to enquire about COVID –19 vaccinations. Eligible patients will be contacted directly. Our reception team cannot book vaccine COVID vaccine appointments.

New website and Facebook page

Our new website has been launched, this is a combined website for all 3 sites (Emersons Green Leap Valley and Abbotswood). The new website address is: <https://www.greenvalleyshealth.nhs.uk/>

We are also launching a Facebook page to help keep our patients updated on important developments. This is available at: <https://www.facebook.com/GreenValleysHealthGP>

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Abbotswood Surgery

As patients are likely aware, Abbotswood surgery in Yate is currently closed due to COVID-19.

We are using this time to carry out major structural work to the building which should commence in the coming weeks. This work has been needed for some time and the closure presents an ideal time to complete this without causing any further disruption to patient services. The works are estimated to take around 6 weeks to complete.

We want to thank the patients registered at our Abbotswood site for being patient with us. Our intention is to review the situation once the building works are complete and will then hopefully be able to inform you regarding a re-opening date for Abbotswood.

Please be aware that services for Abbotswood patients are still available via Leap Valley Surgery.

Patient Participation Group

We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To help with this, we are setting up a virtual patient participation group (PPG) so that you can have your say. We will ask the members of this group some questions from time to time, on a variety of topics which will help us make decisions about the service we provide.

We will contact you via email so you are in control – you can fit it around your other commitments as we know everyone is busy. E-mail is our preferred method of communication, but if you do not have an e-mail account and would be interested in joining our group, we can post information to you.

We aim to gather patients from as broad a spectrum as possible. Everyone is welcome.

If you are willing to join our Patient Participation Group, please download a form from our website.

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One You South Gloucestershire

Did you know South Gloucestershire council offers free 1:1 support in a variety of areas including:

- Managing weight
- Quitting smoking
- Drinking less
- Moving more
- Stress reduction

One You South Gloucestershire is a healthy lifestyles and wellbeing service for adults to help make important, lasting improvements to their health. The service is for all adults over the age of 18 who are a South Gloucestershire resident or registered with a GP practice in South Gloucestershire.

You can find out more by visiting the website at :

<https://oneyou.southglos.gov.uk>

Or by calling them on 01454 865337

Our services during the COVID-19 Pandemic

We would like to reassure patients that we are open. We have been offering primary care services throughout the pandemic, delivering the care that we are allowed to deliver in order to keep the patients and staff safe.

Like all GP surgeries we have had to adapt to new ways of working. All practices have been advised to change face-to-face appointments and booked online to triage appointments via telephone or video. Clinicians will then ask patients to be seen face to face if needed.

We have had to take off the ability to be able to book appointments on line off because any patient contact has to be questioned to check if that patient has any symptoms of Covid.

Like all business we also have to deal with staffing issues such as training, sickness, childcare issues, shielding and vulnerable people, people that are the main carers and other things that occur that can impact our staff numbers.