

Surgery Newsletter February 2021

Emersons Green Medical Centre, Leap Valley Surgery and Abbotswood Surgery
New Surgery Phone number: 0117 9576 470

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.

Earlier this month we reached a significant milestone—10,000 patients vaccinated within the network.

We are now beginning to offer Covid vaccinations to those patients in group 6. Priority Group 6 is large and covers a wide age range, and many health conditions. In BNSSG (Bristol, North Somerset and South Gloucestershire) we are contacting people in Group 6 over the coming weeks in order of those at most risk of a more severe outcome from contracting COVID

Please see this website for more information on who is in Group 6:
<https://www.gov.uk/government/publications/covid-19-vaccination-care-home-and-healthcare-settings-posters/covid-19-vaccination-first-phase-priority-groups>

Abbotswood update:

As you are likely aware our Abbotswood site is having essential building work performed to ensure it is fit to provide high quality of care for years to come . We do appreciate your patience and be ensured in the interim the vast majority of care can be provided from our alternative sites at Leap Valley and Emersons Green . Currently the extensive building works should be completed at the end of March so we look forward to welcoming our patients back as restrictions are lifted .It will be great to see familiar faces once again .

Healthwatch South Glos

Health watch is an independent champion for people who use health and social care services

Via their website patients can submit feedback about any health and social care service. Healthwatch listens to what you like about services and what you think could be improved. No matter how big or small the issue, they want hear about it.

Please visit their website for more information and to leave feedback:

<https://www.healthwatchsouthglos.co.uk/>

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The NHS app

Did you know the NHS has an app? The NHS app allows you to order repeat prescriptions, get health information and advice, and (once reactivated) book appointments online. Please note online appointment booking is not currently available at present, this is in line with NHS England recommendations.

The NHS app provides another way for patients to order repeat prescriptions. This is a separate service to Patient Access.

The NHS app is available on both Apple and Android smartphones, it is also available via a web browser for those without a smartphone.

For more information see: <https://www.nhs.uk/nhs-services/online-services/nhs-app/>

To use the browser-based service without a smartphone please visit:

<https://www.nhsapp.service.nhs.uk/login>

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.

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

<https://www.greenvalleyshealth.nhs.uk/ppg>

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Dr Gallagher

Some patients may be aware that Dr Gallagher (Emersons Green) has not been available of late.

Dr Gallagher is currently off due to personal issues. This is likely to be the situation for the foreseeable future.

We have engaged the services of a long term locum GP to minimise disruption to our patients.

Patients who regularly see Dr Gallagher will be free to consult with any other GP at Emersons Green.

Coming soon:

We are aware from feedback that patients would be keen to have an option to consult with us online.

Starting in April 2021 we are hoping to offer online consultations. More information about this will follow in March 2021 but keep an eye out for our next newsletter and website updates for more information on this.

New website

Have you visited our new website yet?

It is available at:

<https://www.greenvalleyshealth.nhs.uk/>

There is a wealth of information available on the website including:

How to order a repeat prescription:

<https://www.greenvalleyshealth.nhs.uk/prescriptions>

How to leave feedback:

<https://www.greenvalleyshealth.nhs.uk/contact-how-to-find-us/comments-suggestions>

Register as a carer:

<https://www.greenvalleyshealth.nhs.uk/self-help/carers-information>

Sign up for the Patient participation group:

<https://www.greenvalleyshealth.nhs.uk/ppg#c971>