

Surgery Newsletter March 2021

Emersons Green Medical Centre, Leap Valley Surgery and Abbotswood Surgery
Phone number: 0117 9576 470 Website: <https://www.greenvalleyshealth.nhs.uk/>

Children's and young persons Mental Health support

We are all aware of the toll the last year has had on many peoples mental health. There are a number of local resources for children and young people that can help with mental health.

CAMHS mental health 24/7 response line: **0800 953 1919**.

The CAMHS mental health 24/7 response line is now available as a dedicated telephone line for parents, children and young people living in the local area who may be worried about their own or another young person's mental health. The telephone line offers out-of-hours care for children and young people in crisis 24 hours a day, seven days a week, 365 days a year

Happy Maps:

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

Is a directory of local resources if you have concerns about your child's behaviour or mental health.

Children's and young persons Mental Health support

Off the record (OTR):

<https://www.otrbristol.org.uk/>

or call on 0808 808 9120 (Freephone)
Enquiry only, Mon-Fri 2-5pm

OTR is a mental health social movement by and for young people aged 11-25 living in Bristol and South Gloucestershire.

Help! Counselling:

<https://www.help-counselling.org.uk/>

Help Counselling work with both parents and children to support young people in all aspects of their life.

Help! has trained, independent counsellors and psychotherapists who can really listen to you in a non-judgemental way.

Kooth:

<https://www.kooth.com/>

Kooth is your online mental wellbeing community. Access free, safe and anonymous support.

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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. **Patients are reminded not to call us directly to book appointments. We will contact you.**

We are still working through the group 6 cohort. The priority Group 6 is large and covers a wide age range, and many health conditions.

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>

Eligible patients can also book via the national booking service at:

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

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>

You can either drop in your completed form to reception or email it to bnssg.greenvalleysppg@nhs.net

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Cervical Cancer Screening

Cervical screening (a smear test) checks the health of your cervix. The cervix is the opening to your womb from your vagina.

It's not a test for cancer, it's a test to help prevent cancer. Cervical screening is one of the best ways to protect yourself from cervical cancer. All women and people with a cervix aged 25 to 64 are eligible for screening.

If your smear is overdue or you are unsure if you are due please call reception to arrange an appointment.

New members of staff:

We are pleased to announce that this week (22/03/2021) we have two new practice nurses joining us. Oliva Fox and Sarah Williams.

They will be joining our existing practice nurse team and we hope you will join us in extending a warm welcome to them.

Child immunisations

Routine childhood vaccinations are an important part of preventing infectious disease. Vaccination is the most important thing we can do to protect ourselves and our children against ill health. They prevent up to 3 million deaths worldwide every year.

Since vaccines were introduced in the UK, diseases like smallpox, polio and tetanus that used to kill or disable millions of people are either gone or seen very rarely.

Other diseases like measles and diphtheria have been reduced by up to 99.9% since their vaccines were introduced.

The UK vaccination schedule for children can be found here: <https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

The above website details when vaccinations are due and which vaccines are available on the NHS.

If you think your child is overdue their vaccination please arrange an appointment with one of our nurse by call reception.

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We want to hear from you

We appreciate your feedback about our services. We know that patient comments and complaints are vital to ensure we can provide the best service available to learn from mistakes.

There are multiple ways to leave feedback:

Via the “friends and Family” test on the website: <https://www.greenvalleyshealth.nhs.uk/patient-information/friends-and-family-test>

Via the NHS website: <https://www.nhs.uk/services/gp-surgery/emersons-green-medical-centre/L81632> or <https://www.nhs.uk/services/gp-surgery/leap-valley-medical-centre/L81046>

Or if you have a more formal complaint please raise this via our complaints procedure, this is available on our website: <https://www.greenvalleyshealth.nhs.uk/patient-information>

Responding to your feedback

We have already acted feedback given to us by patients, for example:

You said: The telephone system is very poor and it is hard to get through

We did: The telephone system was replaced in December 2020, the new system better allows us to monitor busy periods and has a queuing system enabled.

You said: Communication from the practice is poor

We did: A new website has been put in place along side a brand new Facebook page (available at <https://www.facebook.com/GreenvalleyshealthGP>). We have also started the practice newsletter and relaunched the patient participation group to enable more engagement with our patients.

You said: I cannot get a practice nurse appointment in a timely manner

We did: We have recruited two experienced practice nurses to join our team.