

Surgery Newsletter December 2020

Emersons Green Medical Centre, Leap Valley Surgery and Abbotswood Surgery

New Phone system

We are pleased to announce that our new phone system has been installed. Our new telephone number for all sites is **0117 957 6470**.

The new system allows us to better monitor demand and should enable us to respond to this appropriately.

We recognise that the old system was a source of deep frustration for patients and we hope that this new system can go some way to relieving that.

As part of the new system here are the options available to you when you call:

1. Care Navigation (appointments)
2. Prescriptions (10:30-11:30am and 1-2:30pm)
3. Secretaries, insurance report, private letters
4. Cancel appointments
5. Results (2-4pm)
6. Information messages

COVID-19 Vaccinations

Green Valleys health is soon going to deliver COVID-19 vaccines.

We are doing this as part of a Primary Care Network, in collaboration with Downend Health Group, Orchard medical centre and Three Shires Medical Practice.

We aim to commence vaccinations in later December 2020.

Patients should not contact the surgery to enquire about vaccinations. An appointment system is being set up and eligible patients contacted directly.

During the week of the 21st of December routine services may be impacted as staff will be required from our sites to help run the vaccination service. We will be dealing with urgent requests as usual but routine queries may be delayed. We ask for your patience and understanding with this. The roll out of the vaccine has been a huge logistical challenge but we are proud that our team is a part of this.

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Care Navigation

You may have noticed when calling that the first option in our new telephone system is for “Care Navigation”. But what is care navigation?

Care Navigation ensures you receive care from the most appropriate professional - not all requests need a GP appointment.

All patients will be politely and confidentially asked the reason for their appointment request. If you have symptoms that are better suited to care from other organisations, community based services or surgery team members, the Care Navigator will give you the choice to access these instead.

Care Navigators understand that what you tell them may still mean you need to see a GP. Please be patient with Care Navigators - the best way to get you the most appropriate support is by asking you specific questions.

New GPs

We have welcomed several new doctors this year. Dr Paulina Pop—salaried GP at Leap Valley, Dr Alice Seymour—Salaried GP Leap Valley and Dr Mark Vogan—Salaried GP Emersons Green. Dr Harry Minhas has also joined us at the Leap Valley site. Dr Jamie Preston has joined as a partner having previously worked for Green Valleys Health as a salaried GP.

We have also said goodbye to two longstanding Doctors—Dr Sally Harrison and Dr Temitope Ajayi who are no longer working with us—we wish them all the best for the future

Indigestion

Over done it this festive period? Here are a few simple tips for managing indigestion:

- cut down on tea, coffee, cola or alcohol
- Don't eat 3 to 4 hours before going to bed
- Avoid rich, spicy or fatty foods
- Don't take ibuprofen or aspirin – this can make indigestion worse
- For more info see: <https://www.nhs.uk/conditions/indigestion/>