

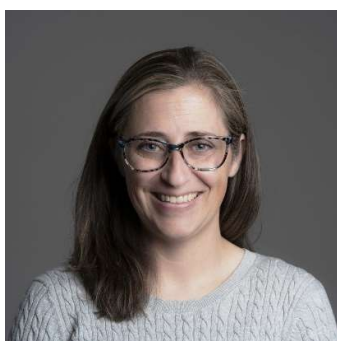
MONTPELIER HEALTH – PATIENT UPDATE

July 2025



We warmly welcome our new Practice Manager, Shannon Coone-Spears, who joined the practice on Monday, June 9th, 2025.

Shannon has relocated from Michigan, USA and having trained as a nurse, before moving into a managerial role, has a wealth of both clinical and medical operational experience.



MHC Staff Away Afternoon

The practice is holding its annual away afternoon on July 16th, 2025, at the Bristol Pavilion, Gloucestershire County Cricket Club in Bishopston.

It's always a great afternoon, with the opportunity for the staff to all share lunch together and review the launch of our practice vision for the forthcoming 12 months.

Our vision for this year is:

**'Improving Access. Creating Sustainability.
A Health Centre that delivers for all.'**

We will be rolling out our new appointment system in the next few weeks. It is hoped that this will greatly improve patient access to the appointment system

Full details will be released very shortly but a brief description is included at the end of this newsletter.

Wellbeing

Our garden had a spring makeover in readiness for the summer sunshine!

We took a couple of photographs in February prior to the garden being cleared ready for work to commence.

BEFORE



We have purchased new tables and chairs, garden umbrellas, raised beds, and compost, and staff members have been growing vegetables and flowers...

AFTER



The next PPG meeting will be held after the summer break on Monday, September 8th at 6.00pm in the surgery.

The Group meet every six weeks to discuss practice issues. Dr Imran Hamid is the GP Lead, and it is attended by Caroline, Patient Services Manager, and Tracy, Care Co-Ordinator as staff members, and the group itself is made up of approximately 10-15 patient members

The full action notes of each meeting available to any member of staff who would like more information on any of these topics. Don't forget you are also very welcome to come along to any PPG meeting and meet the patient group.

FOCUS ON CARE SERVICES AT MHC

Carers support clinic

MHC has recently achieved the Gold Standard Carers Award for the second year running.

Up until April, we have been holding a regular Carers Clinic, run by Suzanne Ponsford, Carers Support Lead, from the Carers Support Lead. Suzanne retired recently and we await her successor.

The clinic can help support carers with things such as:

- Benefit forms
- Blue Badge form
- Housing issues
- OT referrals
- Carers assessments
- Emotional problems
- Carers support group/training
- Helps signposts to other services

Our MHC Care Co-Ordinators, Wes and Tracy are available to help on a day-to-day basis within the surgery.

Please ask at Reception for details on how to book an appointment with them. Alternatively, you can email them on:

Bnssg.care.coordinators@nhs.net

Maddy Brown (Health Navigator) is our new MHC Carers Lead. If you are aware of any of our patients who are the main carer for someone else, then please let Maddy know, and she will make contact. Ask for her at Reception or by phoning the practice.

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

We know that there are also young carers who are registered at the practice, who may be looking after a parent or a sibling.



St Pauls Advice Centre has moved!

For free expert and confidential advice in debt, benefits and immigration

**St Pauls Advice Centre, 1st Floor,
Junction 3 Library, Baptist Mills Court, Bristol BS5
0FJ**

Tel: 0117 9552981

Email: info@stpaulsAdvice.org.uk

**Abdi Hassan
Social Prescriber**



Abdi joined the practice on 3rd June and works on Tuesday, Wednesday and Thursday each week.

A social prescriber's role is a healthcare professional who helps patients connect with non-medical resources and activities to improve their health and wellbeing. They work with individuals to identify their needs and find community-based solutions, such as activities, groups, or services, that can address those needs.

- **What they do:**

Social prescribers focus on the social determinants of health, recognizing that factors like loneliness, isolation, financial instability, and social needs can significantly impact a person's health.

- **How they work:**

They often work with patients to co-create a personalized plan that includes referrals to relevant community resources, which may include activities like art classes, sports, volunteering, or support groups.

- **Who they work with:**

Social prescribing can be beneficial for people with long-term conditions, mental health issues, loneliness or isolation, financial instability, or complex social needs.

- **Benefits of social prescribing:**

- Improved health and wellbeing
- Reduced loneliness and isolation
- Increased social support and connection
- Greater control over one's health and wellbeing.

A NEW APPOINTMENT SYSTEM IS COMING SOON.....

CLINICAL TRIAGE - What does it mean? How will it affect you?

We have a new way to contact your GP - Right person, right time, first time!

We are changing the way that patients contact the surgery.

We have listened to our patients and want to make sure you can see a GP when you need to.

Here's how we are improving our service:

1. **Same-Day Medical Request Screening**
 - Every medical request will be looked at and handled by a **clinician** within 48 hours of when you submit it. This means quicker responses and better care for everyone.
2. **Improved Patient Access: Right Care, Right Time, First Time**
 - Our aim is to make sure you get the right medical care at the right time; the first time you contact us.
3. **No More First Come, First Serve**
 - Appointments will no longer be a first come, first serve basis. Instead, everyone will get the care they need, regardless of how or when they contact us.

This new system ensures that all patients receive timely and appropriate care based on their medical needs.

What is changing?

Starting from the 17th of July 2025 we are changing how you contact and get help from the surgery. From this date, all requests for a GP appointment, as well as questions about administration will need to be submitted through a special form. You can find this form on our surgery website, by calling us, or by visiting the surgery in person.

The form will help us understand your medical issue or question. A GP or a team member will look at your form within one working day, and if it's urgent, it will be looked at first. For medical requests, a GP will either contact you directly, ask the reception team to book an appointment, or give you advice in the way you prefer.

We suggest you use the online form on the surgery website or via the NHS App. If you can't do this on your own, you can call us, and the reception team will help you fill out the form. If you prefer to visit the surgery, our receptionist can help you with the form, or you can use a tablet at the surgery to fill it out yourself.

Why are we making this change?

NHS England is asking all GP surgeries to make it easier for patients to get appointments online, by phone, or through other digital methods. The goal is to improve your care and make sure patients see the same doctor when needed. Our surgery team is working hard to meet these goals. By using the request form to collect important information from each patient, the GP and team can decide on the best care for you. All the information you provide will be kept private.

This system will help us:

- Understand what each patient needs by gathering information.
- Make sure everyone gets the right care, fairly and safely.
- Offer easy and inclusive ways to book appointments online or by phone.
- Make the best use of our doctors and other health professionals.
- Improve how we work and avoid doing the same things twice.

What is not changing?

Patients:

- Can still book appointments with nurses, healthcare assistants, and for blood tests by contacting the surgery in the normal way
- Can still book with the Care Co-ordinators
- Can still get urgent same-day GP appointments if needed.
- Will stay with their registered GP to keep continuity of care.

What happens next?

Your request will be reviewed by a GP, and you will receive a response within 24 hours. For urgent help, call the surgery. If the surgery is closed, then visit NHS 111 online. In an emergency call 999.

Online forms are open from **08.00am – 12:00pm & 13:00pm – 17:00pm Monday – Friday**, unless clinical capacity has been reached.

Here to help!

We are here to support you with these changes. If you need help filling out the request form, just ask, and a member of the reception team will be happy to assist. Please be patient as we all adjust to this new system. Thank you for your understanding and support.

How to contact us

- **Website**
- **Telephone**
- **In person – visiting the surgery**
- **NHS App**

