

Newsletter

Green Valleys Health

Abbotswood, Emersons Green and Leap Valley surgeries

Autumn 2025



It's that time of year again! - Flu & Covid clinics.

Here's the basic "what you need to know":

- Flu & Covid clinics will run from 1 October 2025.
- Invites will be going out after 19 August 2025.
- Whilst Flu & Covid vaccinations are being offered— you may only be eligible to have one.
- Clinics will be held on evenings and weekends.
- Clinics will be held at a number of surgeries, including Leap Valley, Abbotswood, the Willow surgery, Christchurch, and Orchard etc. Patients can attend any clinic.
- Invites will be via text.
- Covid and flu criteria will be available on the NHS website.
- If invited for the spring covid then patients are most likely to be invited for the autumn covid.
- Housebound patients will need to let us know if they are wanting a vaccination so we can arrange visits.

ADHD & Autism Referrals – Your Right to Choose

In England, under the NHS, you have a legal right to choose your mental healthcare provider — including for Attention Deficit Hyperactivity Disorder (ADHD) & Autism assessments.

We encourage patients to explore the options available on the ADHD and Autism websites to find the provider that best meets their needs. Services can vary — for example, in waiting times, referral requirements, or the type of support offered — so it's worth reviewing this information carefully before deciding.

Not all providers require a GP appointment. However, if your GP makes the referral we will confirm once it's been sent. It is the patient's responsibility to follow up directly with their chosen provider regarding the progress of the referral.

Access Your Medical Records Online with Patient Access



Patients aged 16 and over can view their medical records online from the date they registered with us. Patient Access also allows you to order repeat prescriptions easily and securely.

To sign up, simply ask at Reception for a **Patient Online Access Request Form**, complete it, and return it to the Receptionist.

Please note: All requests are subject to approval by Green Valleys Health Partners. You'll receive a response via text within **five working days** of submitting your form.

For confidentiality, each application must include a **unique email address** and **mobile phone number**.

Proxy Access

Proxy access is available. However, for children under 16, proxy access is limited to ordering repeat prescriptions only. This is to protect confidentiality as the child approaches 16 years of age.

NHS App Users

Although we do not administer the NHS App, information available through Patient Access will also appear in the NHS App once it's downloaded and linked to your records.



We hear you – here's what you asked:

Q. I don't need an appointment, I only have a quick administrative request (sick note extension, or copy of results for instance), how do I ask for this?

A. NEW!!! - An eConsult can now be completed for admin queries only. These can be completed, during normal surgery hours 8am-6.30pm. eConsults can be completed either online, or by a Receptionist if you telephone or come into the surgery.

Q. Why do you still encourage more people to register as patients when you frequently run out of appointments?

A. The simple reason is that everyone moving into our area or changing GP needs somewhere to turn for care. Registering new patients also helps us secure more funding and staff in the long run, which means more appointments for everyone. Our aim is to make sure no one in our community is left without a GP, while we keep working on ways to improve access for all.

Q. Why are face to face appointments so hard to come by?

A. Face to face appointments are 15 minutes long, however these can be changed to telephone appointments after being triaged. Phone appointments help those patients that work, and we only offer them when deemed appropriate.

Q. I have a missed call from you, but I don't know what it's for.

A. If we call and reach a generic voicemail message, we will not leave a message due to confidentiality. You do not need to take any action - If the call is important, we will attempt to call again.



Whether it's a question about pension age benefits, health or expanding your social life, Age UK can help change older people's worries into answers.

Age UK have visited us a number of times, setting up in our Reception areas for people to drop by and ask questions or get some advice.

In the last event there were 60 patients that benefitted from their visit.

Watch out for a text letting you know when their next visit will be.

Or visit: www.ageuk.org.uk/southgloucestershire/ to find out more about them and the free service they provide.

Update on the Emersons Green building.

We recently applied for NHS funding to help with the cost of re-opening the building.

Following this, an independent report has been completed, which is now allowing for Green Valleys Health to obtain independent quotes. Once this process is finished, we will re-apply for funding to carry out the work.

While progress may seem slow, we want to reassure our patients that we are actively working behind the scenes to get the building open as soon as possible.

If required, paper copies of this Newsletter are available in the Reception areas.



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