



HARPTREE &
CAMELEY
SURGERIES

This is our first Harptree and Cameley Newsletter, hopefully the first of many!

The world of General Practice is constantly changing, and the Surgery has to evolve and change with it. This can often affect you, our patients. Therefore, we want to be able to let you know how we are making things better for you, which new team-members you might come across in your interactions with us, and what they can do for you. We will also keep you updated about changes to the buildings, changes to the dispensaries, any new services we are offering and how they may benefit you.

From the Partners, Drs Robinson, Kenyon & Roy of Harptree and Cameley Surgeries.

PRACTICE NEWS:

As some of our patients will have appreciated, we have recently installed an automatic door for ease of access to the front of Harptree Surgery. We have also recently completed a more substantial path to the side of the building at Harptree to aid access, particularly for our vaccination clinics. You may also have experienced our new consulting room built within Cameley's waiting room. Space is of a premium at our Cameley site, but we are pleased to be able to offer an additional downstairs consulting room to our patients.

Watch this space!! We are about to embark on some structural improvements to the prescription collection area at Harptree Surgery. In response to your comments, we plan to enclose the collection area to ensure our patients are protected from the weather when collecting their prescriptions, whilst also making it a more privatised area for confidentiality purposes.

MEET OUR NEW PRACTICE MANAGER!

My name is Mel Martin, and I joined the surgery as Practice Manager in September 2023. I am thrilled to have joined the surgery in support of our patients, the partners, and our surgery teams. I really enjoy the variety within my role and despite my many lists there are often daily surprises to keep me on my toes. I spend my time at both Harptree and Cameley Surgery and am always happy to say hello should you see me around.



DISPENSARY INFORMATION:

We had a new phone system installed in the surgeries recently, which meant the direct phone line for the dispensary was disconnected. To get through to the dispensary during our opening times, you will now need to phone the main surgery number on 01761 221406 and press '1' for Dispensary between 12pm-1pm and 4:30pm-5:30pm.

The Dispensaries are open for collection anytime between 8:30am-1pm and 2pm-6pm.



Role Introductions:

MEET THE PHARMACY TECHNICIAN!

Hi, I'm Sophie Thornton, and I am the Pharmacy Technician here at Harptree & Cameley Surgeries. I completed my Pharmacy Technician training in November 2023 after 24 months of study and am currently undertaking a further course with the Centre for Pharmacy Postgraduate Education to develop my skills and knowledge to help and care for our patients. I work alongside the surgeries Clinical Pharmacist assisting with medication reviews, contraceptive pill clinics, providing advice on medication and looking after the wellbeing of patients. I love my job and working as part of a great team to support patients. I hope to be able to offer even more services in the future!

If you would like to know more about my role, please do not hesitate to get in touch.



MEET THE SOCIAL PRESCRIBER!

Hi, I am Lisa Smith and I started working at Harptree and Cameley Surgeries in February 2024. I previously worked as a Social Prescriber in North Somerset and throughout my working life, I have always worked in roles supporting people. My role is split between Social Prescriber and Care coordinator. I support patients with social or non-clinical needs such as emotional/mental health support, linking patients to community groups, housing, benefits, financial issues, social isolation and signposting to care and carers support.

I am very fortunate to have this role, as I enjoy meeting people and supporting people to overcome their difficulties. My links to the Community are especially important and I have already made some valuable connections and always happy to work with others to gain the best outcomes for our patients.

Outside of work I enjoy being outside and I can often be found camping, watching my sons play football and paddleboarding with my dogs Rio and Dave on board!

If you feel a chat would be helpful or you are intrigued to find out more, please contact the Surgery or ask your GP/Nurse/Pharmacist etc to refer you to the Social Prescriber.



MEET THE CLINICAL PHARMACIST!

Welcome to our first newsletter. My name is Isabel Castane Alvarez (the Spanish way: two surnames, no middle names!) and I joined Harptree & Cameley Surgeries as the Clinical Pharmacist in November 2022. I am a prescriber too with a special interest in lipid management, although I'm developing my skills towards other clinical areas, including pain management.

Sophie, the Pharmacy Technician, and I work very closely managing, developing, and improving safety processes around patient and medicines monitoring. I enjoy and learn a lot alongside the practice GPs, nurses, healthcare assistants and dispensary team.

I believe that improving our lifestyle is the best medicine for a better health.



Staff Achievements:

We would like to extend further congratulations to Sophie Thornton, who after 2 years of training has officially qualified as a Pharmacy Technician. She is a great asset to the surgery team and we look forward to working with her in her new role.



Our Social Prescriber, Lisa, completed her Basic Life Support Training in April.

As for achievements outside of work, Dr Robinson has started studying a Diploma in 'Lifestyle Medicine', and Abby, one of our Dispensers recently became a National Champion with her Adult Cheerleading Team. **Well done to all!**

Harpree and Cameley Surgeries offer a **Stop Smoking Service** which is free, friendly and gives you a better chance at quitting smoking. We can offer proven methods in stopping, such as Nicotine Replacement products, along with the support from a health professional, we hope to be able to help you quit smoking for good.



If you would like more information, please contact our reception team, and book an appointment to see our Health Care Assistant, Christine Tucker.

Practice monitoring between April 2024 and May 2024:

Total number of patients registered at practice:
6726

Number of phone calls taken in April:
4391 (on average that is 200 calls a day!)

Number of prescription items dispensed:
12,991

Number of appointments not attended:
Exactly **100** appointments were missed during April. We would be grateful if our patients could always cancel their appointments if they are unable to attend/no longer needed, as we would have loved to use these appointments for other patients who really needed them.

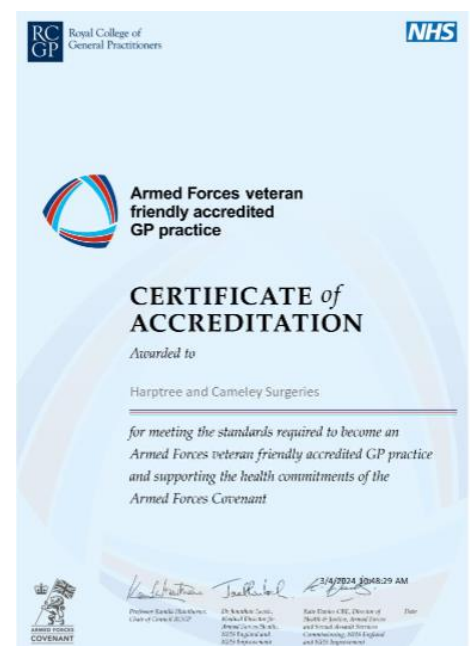
We are proud that Harpree and Cameley Surgeries are now a Veteran Friendly Practice.

Are you a Veteran? What is a Veteran?

A veteran is anyone who has served for at least one day in the Armed Forces, whether as a regular or reservist. It means the same as 'ex service personnel' or 'ex-forces', although not all veterans know the term or choose to associate with the term 'veteran'. Younger veterans might refer to themselves as 'ex-forces.'

If you are a Veteran or a member of an ex-forces family, please let the Surgery know. We will then ensure we get any information to you and there may be things that you did not know about such as Op Courage. The '5 Top Tips for Veterans', gives more detail. For more information, please visit: www.nhs.uk/nhs-services/armed-forces-community/

If you would like more information or to tell us you are a Veteran, please speak to anyone at the surgery.



Community News:

Working Together To Get The Best Outcomes – Village Agents

We are very fortunate to have throughout our Surgery Areas, Village Agents. Village Agents provide 1:1 support to people to achieve the best possible outcomes for everything health and wellbeing. With an understanding of rural life and lots of local knowledge, the Village Agents can help to connect you to appropriate professional services or put you in touch with local groups in your community. The service is free and confidential and is for anyone 18 years old + and living in BANES. For more information visit: www.wern.org.uk/banes-village-agents or call 01275 333700.

Our Social Prescriber, Lisa works closely with our Village Agent (Aly Akroyd). Lisa said, "It's great to have the link with Aly. An example of how we work together to benefit our patients, is completing attendance allowance forms and blue badge applications. Lisa gains consent from the patient to give Aly the details required, such as their conditions and medications. Aly can then support the patient to complete the form with all the relevant information." Aly said, "I cannot tell you how much easier this makes the application for Attendance Allowance!"



YOUR SURGERY NEEDS YOU!

Harptree + Cameley Surgeries are setting up a '**Patient Participation Group**', helping us become more responsive to the needs and wishes of our patients.

If you could spare a few hours a month to become part of our PPG, or if you have any queries, please contact: bswicb.harptreesurgerypracticemanager@nhs.net or leave your contact details with Reception.



Local Defibrillators:

We have put together a list of some of the local defibrillators in the surrounding areas. Hopefully, they won't be needed, but it's always information worth knowing.

To find out where your nearest defibrillator is, please go to: www.defibfinder.uk



Local Defibrillators:

The Crown Inn, West Harptree

East Harptree Village Hall

Compton Martin Village Hall

Bishop Sutton Village Hall

Temple Cloud Garage

Cameley Primary School

Clutton Village Hall

Harptree Surgery, Bristol Road, West Harptree, BS40 6HF – Tel: 01761 221406
Cameley Surgery, The Green, Temple Cloud, BS39 5BW – Tel: 01761 452205

Surgery opening hours: Monday – Friday 08:30 – 13:00 & 14:00 – 18:00

Surgery phone lines: Monday – Friday 08:00 – 18:00

Email: bswicb.harptreesurgery@nhs.net Website: www.harptree-cameleysurgery.nhs.uk

Dispensary Opening Hours: Monday – Friday 08:30 – 13:00 & 14:00 – 18:00.

Dispensary phone lines: Monday – Friday 12:00 – 13:00 & 16:30 – 17:30.

Tel: 01761 221406 or 01761 452205 and Press 1 for Dispensary.

Email: bswicb.harptreesurgeryprescriptions@nhs.net



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