

PRACTICE NEWS:

Some of you will have had the opportunity to experience our new dispensary shelter at Harptree Surgery. We do hope this helps to protect you whilst you are waiting to collect your prescriptions and the weather is not being so kind.

You asked and we delivered!

One of the things, as a surgery, that we promote is being active! Cycling is a very enjoyable form of exercise and with the introduction of electric bikes and different types of adapted cycles, most of us can have a go. One of our cycling patients pointed out that they like to cycle rather than drive, but there was nowhere to lock the bicycle, whilst at Harptree.

We contacted 'LifeCycle' a Bristol based cycling charity and they have kindly gifted us two bike stands, which will enable 4 bikes to be locked up outside the surgery.

The stands are located on the grass outside the Harptree Surgery main entrance.

We even had an opening ceremony for our bike stands! Special thanks to our willing cycling patient who officially cut the ribbon for us! Happy Cycling!



Practice monitoring in July:

Total number of patients registered at practice:
6744

Number of phone calls taken in July:
2566. Now that we have our new online triage system that is accessible through our website, we have noticed a significant reduction in the number of calls coming through to our reception team. That's almost 50% less than May!

Number of prescription items dispensed:
12,062

Number of appointments not attended:
128 appointments were missed during July. We would be grateful if our patients could always cancel their appointments if they are unable to attend or no longer needed.

A message from Dr Robinson regarding the Triage System:

Please be advised that we have now disabled the 'all hours' admin messaging function on our website. This function was primarily in place to enable our patients to request sick notes, medications and other administrative GP work. We have found however that some of our patients were using this for medical and appointment requests. We do not feel that it is clinically safe for any requests of this nature to be in an unmonitored inbox overnight or during the weekend therefore for our patients' safety we have disabled this function. Please contact the surgery during normal working hours for any requests that you may have.

Patient Feedback:

~ "I completed an 'online' appointment request in the morning and was pleasantly surprised to receive a text link to make an appointment by return. I made a face-to-face appointment for that afternoon, for me it was a seamless process, thank you!"

~ "Triage form now easier to find on website with single point of entry. Very quick text back with link to booking with Nurse practitioner. Nurse listened, prescribed and clear regarding next action."

Meet The Team:

Hi, my name is Judy Robinson, and I am the Finance Manager for Harptree and Cameley Surgeries. I'm also currently the longest serving member of staff! I joined the practice in 1991 when Cameley Surgery was a single-handed practice, many of you might remember Dr Neil Marshall as the sole GP. Cameley Surgery merged with Harptree Surgery when Dr Marshall retired in 1994 and thankfully, I stayed with the practice. There have been so many changes to the practice since then – 9 GP partnership changes, 3 clinical IT system changes, the Harptree building extension and the Harptree car park extension to name a few. Outside of work I have taken on the challenge of walking the 630 miles of the southwest coastal path.

'Judy is a hugely valuable member of our team with a 30+ year knowledge bank of amazing information which we are all so very grateful to be able to tap into. Although Judy's role is very much behind the scenes, she is very much a key member of our team who is a great support to us all' – Mel Martin

Staff News:

Last month we said goodbye to one of our Practice Nurses, Lisa Whitton. Lisa has been working with us for the last 2 years, but due to relocating to Bideford, her time at our surgery has come to an end, she will be missed. We will be welcoming a new Practice Nurse in September called Rebecca Warner, we are all excited to welcome her to our team!

We also welcomed a few new members of staff in August. Courtney has joined our reception team on a part-time basis. Dr Rupert Morgan has joined us as our new GP trainee, he will be with us for the coming months. We also welcomed a new member of staff to the Dispensary team, Amy, who will be starting training to become a qualified Dispenser.



A special congratulations this month goes out to Angela, who has just recently achieved her 30 years of working for the practice. Angela started in the dispensary in 1994 and has experienced so many changes within Primary Care and the dispensary. Over the years Angela has supplied the surgery with an abundance of baked goods, her chocolate cupcakes are legendary and have always been a firm favourite amongst the team. Angela has been a huge part of our surgery for 3 decades; she has seen staff come and go and we will be very sad to see her leave when she retires towards the end of the year.

Congratulations also goes out this month to Deirdre, who passed her final Dispensary exam with a mark of 93%. Deirdre has been working with us in the dispensary for just over 1 year, after moving back to the UK from Australia. She has been working hard on completing her training course, whilst also tackling buying a house and re-uniting with friends and family. She has done amazing, well done Deirdre!

Our Social Prescriber, Lisa, has just completed a 'Live Well With Pain' training course. Well done, Lisa!

Our Clinical Pharmacist, Isabel has just completed her CPPE training. Here are a few words from her about what that is and what it means for our patients:

"After finishing the Primary Care Pharmacy pathway course, my clinical and prescribing skills were improved, but most importantly patient care. It has been crucial to emphasize the importance of patient-centred care, focusing on understanding patient needs, shared decision-making, and tailoring interventions to individual patients. I work very closely with other healthcare professionals to deliver integrated care, which improves patient outcomes. I believe that as a pharmacist working in primary care, I am prepared to take a proactive role in managing chronic long-term conditions, always ensuring a high standard of care, managing risks, and adhering to regulatory and legal requirements. I feel supported every day by the whole wonderful team at the surgery, especially Dr Robinson who has been my mentor and clinical supervisor for the last 18 months."

Great work, Isabel!

TO ALL OUR FARMERS AND THE FARMING FAMILY MEMBERS:

Farmers' physical & mental health and wellbeing are often pushed to one side as the important tasks of managing a busy arable or livestock farm take over. There are lots of support organisations to help farmers and their families combat rural isolation, stress, mental health, finances, grants, etc. You are certainly not alone, if you need support or a chat our Social Prescriber Lisa Smith can signpost you to the appropriate organisation, please contact the surgery to book a call.



Here are a couple of organisations that can support and advise you:



[Return to School Grant 2024 - RABI](#): Do you have school aged children in your farming family? Grants of £200 per child are available for school children aged 4-16 providing vital assistance to ease the financial burden and ensure every child has what they need to succeed.

[How We Can Help - RABI](#): RABI continues to work tirelessly to uplift and support farming people through practical, financial and emotional assistance, touching the lives of thousands of people every year. They have a 24/7 free helpline **0800 188 4444** which ensures they are available at any time of the day or year to give farming people the right type of support.



[Can we help you or someone you know? - Farming Community Network \(fcn.org.uk\)](#): To talk to a sympathetic person who understands farmers and rural life: call **0300 0111 999** – open 7am – 11pm every day. They can support you by listening, visiting, accompanying, helping you find advice, explaining, delivering training and awareness-raising sessions.



Jacob's Well Appeal
Changing the World ... One life at a time

In March of this year, various unwanted or unused medical supplies from the surgery were returned to 'Jacob's Well Appeal' to help many in need. This included unopened stoma/incontinence supplies, bandages, creams, catheters and much more. All donations make a huge difference to organisations, hospitals, clinics, and schools, helping improve the lives of vulnerable people and reduce suffering.

Here is an example of the work the charity does:

"The Jacob Wells Appeal continue to provide much needed medical items and equipment for hospitals and other essential supplies to help people affected by the war in Ukraine. In 2023 we sent eleven large trucks to Ukraine; this aid was worth in excess of 6 million pounds. We have spent around £210,000 on transport/other costs to enable us to get this aid there and for it to be distributed around the many hospitals and towns, and to the police and military."

We are hoping to be able to continue with this service in the future, enabling our patients to return their unused and unwanted medical supplies to us instead of throwing them away. Watch this space! If you would like to know any more information in the meantime, please do get in touch.

#STOPTOBER is coming!

Harptree 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, Lucy Hennessy.

DISPENSARY INFORMATION:

Please be advised that prescriptions will only be held at either surgery site for 6 weeks from the point of dispensing. If it has not been collected within this 6-week period, after such time, the prescription will be added back into stock and will need to be requested by the patient again. We have a 3 working-day turnaround for all prescription requests.



PLEASE NOTE: On Friday 20th September, the dispensaries will be closing slightly earlier at 5:30pm.

Community News:

Free Growing Wellbeing courses at The Community Farm:

If you're feeling socially isolated and/or experiencing mild depression, low mood, anxiety or stress, The Community Farm invite you to spend some time overlooking Chew Valley Lake on one of their three wellbeing courses; Grow and Make, Wild Steps and Lakeside Wellbeing. These courses sit alongside each other, offering different routes to improved wellbeing for different people with different needs and interests.

You can either join a full course or join one-off days to learn new skills and connect with your wider environment and community.

Courses are all free and transport can be arranged if needed. For more details please visit: <https://www.thecommunityfarm.co.uk/wellbeing>

the
community
farm .co.uk



Triple P Parenting - Bath & Bristol Parenting Hub:

Are you a parent of a child 3-12 years old?



We know that parents want to create the happiest home life they can, and some may have a few concerns about their child's behaviour – perhaps there's disobedience or you simply want to find out how to set up better routines for mealtimes or bedtimes. Whatever it is, if you'd like to learn more about positive parenting and how you can apply it within your family, you can do so with us, in a safe, non-judgmental, fun and relaxed way. We show you parenting strategies that really work.

Free online supportive course free for our patients and starts in September 2024. You can read more about the Triple P Parenting course and sign up using the link above.

Local Defibrillators:

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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SURGERIES



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