

SURGERY CHRISTMAS OPENING TIMES:



Monday 23rd December: Open as usual
 Tuesday 24th December: Open as usual.
 Wednesday 25th December: **CLOSED**
 Thursday 26th December: **CLOSED**
 Friday 27th December: Open as usual.

Monday 30th December: Open as usual.
 Tuesday 31st December: Open as usual.
 Wednesday 1st January: **CLOSED**
 Thursday 2nd January: Open as usual
 Friday 3rd January: Open as usual



If you are due to collect a prescription during these weeks, we encourage you to please not leave it until the last minute to order and/or collect. The Dispensary will ensure all advance ordered prescriptions are made up in more than enough time. If you are requesting your prescription via email, phone or by using the app. Please ensure you give us **3 working days'** notice and take into consideration the days we will be closed.

Staff News:

Baby News! Our Pharmacy Technician, Sophie welcomed her baby boy, Leo, into the world on the 2nd of November 2024. Our congratulations go out to Sophie and her fiancé Lewis.

Wedding News! One of our dispensers, Vanessa, tied the knot with her now-husband, Graham at the end of October. We all wish you both a lifetime of happiness together.

We are pleased to share with you that our registrar, Dr Toby Sinclair has passed his SCA/MRCGP (Simulated Consultation Assessment), this being the last hurdle before he completes his GP training. Huge congratulations to Dr Sinclair!

After almost 5 years of working with the remarkable team here at the surgery, I'm hanging up my keyboard and mouse to enjoy my version of retirement. There's plenty to do - the garden, our Border Collie pup, my council work and, as usual, whatever age-inappropriate fitness activities happen to grab me! You won't see the last of me though as I'll be doing occasional reception shifts to help out and I'm really looking forward to that. I've met some amazing people, staff and patients, and I've valued every minute of my time at the surgery.

Thanks to all of you. – Ann Morgan, Administrator.



Three members of our staff have recently undertaken Suicide First Aid Training. Lisa, Lucy & Hayley thought the training was extremely beneficial and they now feel far better equipped to support others.

Friendly reminder: Private income/non-medical requests are not NHS work and therefore do not take priority. Time spent completing forms and preparing reports takes the GP away from the medical care of his/her patients. Your requests will be completed within a reasonable time frame, but they may take up to 28 days from receipt of the request, and in some circumstances longer.

Practice monitoring in Oct/Nov:

Number of phone calls taken by Reception in November:

2607

Number of prescription items dispensed in October:

14,346

Number of appointments not attended:

103. We would be grateful if our patients could always cancel their appointments if they are unable to attend or no longer needed.

Number of teas, coffees & biscuits consumed:

Some would argue not enough!

Meet The Team:



My name is Becky I have been a Registered Nurse for 14 years, I have worked in a variety of nursing roles during these years including working in hospital theatres and district nursing. I joined the team at Harptree and Cameley Surgery in September as a Practice Nurse and am settling in well. I am thoroughly enjoying meeting our patients. Practice nursing is something that I have always wanted to do, and I am passionate about providing quality care. I am also a busy mum of 3 which keeps me on my toes.



We are pleased to have welcomed Dr Laura O'Hare to our surgery team. Laura trained at Queens University Medical School and completed her junior doctor training in Belfast. Laura spent several years living and working in Sydney, Australia before returning and completing her GP training programme in Bath."

Friends & Family:

We are very grateful to our patients who take the time to respond to the Friends & Family follow-up text. All messages are reviewed by the partners of our surgery. We thought to share some examples:



"My experience with the doctor at Harptree was very welcoming and reassuring. Thank you."

"I recently emailed to say how impressed I am with the new system and service. It's so much more private and discreet being able to message directly. The triage system has worked brilliantly for us, and the waiting times have significantly reduced. Keep up the good work."

"My health check was way more informative than I expected. It was conducted efficiently, professionally and kindly. The receptionists who booked me in were really helpful and kind too. Overall, a supportive and friendly appointment!"

"Simple process of contacting you via the website. It is a great improvement on booking an appointment as it can save an unnecessary journey to your premises."

DISPENSARY INFORMATION:

Across the next 6 weeks, the dispensary will be performing an audit on prescriptions. It's called the '**Open the Bag**' campaign, and we will be selecting a few people every day to open their prescription bag before they leave the surgery to check that everything in the bag is what they were expecting and to check for unwanted items that might have been ordered by mistake.

A lot of medication goes to waste every month because patients might accidentally tick an item on their repeat slip that they don't want. Once it's left the surgery, we wouldn't be able to re-use it, however, if you hand it back to us before you leave, it can be re-used for someone else. Keep an eye out for the posters that we will be putting up at the dispensary, and feel free to take part!

December's Dispensary Top Tip! Anyone can collect a prescription on your behalf. If you are not able to make it down to the surgery yourself, a family member or friend are able to pick up for you on your behalf, as long as they can provide us with your address or date of birth.



"Streams of the Mind".

The surgery was kindly offered three Art sessions from East Harptree Arts Hub. We worked together to plan sessions that would include going out for a walk and taking in our beautiful countryside, gathering interesting pieces to draw and combine with clay. The main objective was to improve wellbeing in nature, relax the mind and take a breath! Wellies on and off we went!

The sessions were very well received, and it was lovely to see our patients trying new things and really pushing themselves out of their comfort zones. Here are some things they had to say:

"I really enjoyed sitting and having a chat with others"

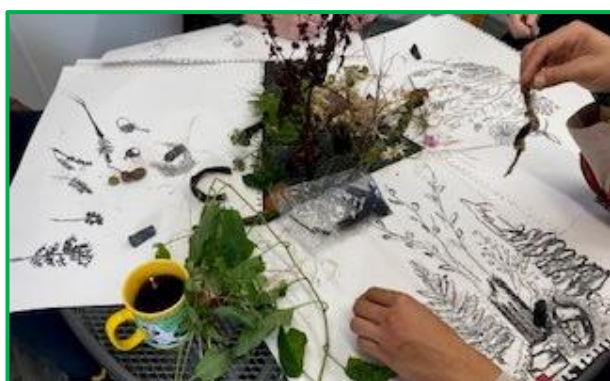
"It was so nice to meet new people, and I found it so much easier talking to others when out walking or whilst I did my clay work".

"It was really relaxing to walk in the field and taking the time to see what we have on our doorstep. Lovely fungus, so many grasses and paddling in the stream"

"I liked the coolness of the clay"

We would like to thank The Arts Hub and a huge thank you to Louis Neale, who kindly organised the event. We hope to work again with The Arts Hub and offer more patients the opportunity to get involved.

Working together in the community is so valuable and The Arts Hub are now holding their second exhibition of clay painted hunky punks made by East Harptree Primary school children on 14th/15th of December at the St Laurence Church – Please support if you can.



Have you checked to see if you are eligible for Pension Credit and Winter Fuel Allowance?

Pension Credit could give you around £3,900 a year, on average, to help with your living costs if you're over State Pension age and on a low income. Plus, you could get the Winter Fuel Payment.

Check your eligibility using the [Pension Credit calculator - GOV.UK](#) and apply online. Alternatively, you can call the **Pension Credit claim line** on **0800 99 1234**. You may be pleasantly surprised, so apply and wait and see!

If you would like any support with claiming any benefits or checking what you may be entitled to – please ask to speak to our Social Prescriber (Lisa Smith) via Reception.

NHS launches major new stroke campaign as thousands delay calling 999 by nearly 90 minutes.

New analysis of NHS data shows that for 2023-2024 of 41,327 patients with a recorded time of symptom onset, the average time between the first symptom and a 999 call being made was **88 minutes**.

The figures come as the NHS launches the first major update to the **'Act FAST'** campaign since 2009, urging the public to call 999 immediately if anyone experiences one of the three common symptoms including struggling to smile (**Face**) or raise an arm (**Arms**), or slurring their words (**Speech**).

"This campaign is so important – greater awareness of the need to act fast and dial 999 could help save and protect many more lives, as we know that earlier recognition of symptoms and immediate action to call 999 can enable faster access to specialist treatment and the best chance of reducing long-term effects of a stroke."

Read the full article here:

[NHS England » NHS launches major new stroke campaign as thousands delay calling 999 by nearly 90 minutes](#)

Community News: Part 1

New Year, New You?

Are you wanting to lose weight and get fitter, but tired of the usual diets and wasted gym memberships? As a GP with an extended role in Lifestyle Medicine, Dr Robinson will be starting a series of group consultations to help people understand nutrition, diet, weight loss, and exercise, with the aim of helping patients achieve some of their goals.



Initially, Dr Robinson is asking for male patients who consider themselves overweight and want support to come forward and start the programme, which is likely to run on Tuesday evenings. If you are interested, please email bswicc.harptreesurgery@nhs.net 'FAO Dr J Robinson'.

Menopause Group/Café: Would you be interested?

As a Surgery we would like to ask our patients if there is interest in having our own Menopause Group/Café? A safe space to share, learn and chat about all things menopause, over a cup of tea and a cake!



If anyone is interested, please leave your name and phone number at Reception, or send us an email on bswicc.harptreesurgery@nhs.net

BANES Mental Health Support Team:

Who are we? We are a team of Education Mental Health Professionals, Psychologists and Allied Health Professionals.

Who do we support? We work with children and young people aged 5-18 who have mild to moderate low mood, anxiety and emotional regulation difficulties.

What do we do? We deliver Cognitive Behavioural Therapy (CBT) to children and young people. For some Primary School children we may work directly with parents/carers. We offer 6 to 8 sessions of low intensity CBT.

When? We will arrange a time to meet you, we see most people in school during school hours. We also work during summer and half terms. We can also offer online sessions.

Where? We will meet you in a confidential room in your school for you to be able to talk about what is going on for you. For younger ages, we will ask parents/carers to join to get their perspective.

How can I receive support? Check below to see if you're in an MHST school. If so, please speak to your school mental health lead. If you're not sure who this is, speak to the pastoral team.

Primary Schools: Aspire, Castle Primary, Combe Down, Longvernal Primary School, Marksburly CofE Primary School, Moorlands Infants, Moorlands Junior School, Mulberry Park, Oldfield Park Infant School, Oldfield Park Juniors, Peasedown St John, Pensford Primary School, Roundhill, Shoscombe Church School, Somerdale, St Andrews, St Johns CofE Keynsham, St Julians Church School, St Keyna, St Martins Garden Primary School, St Mary's CofE Primary School, St Mary's Writhlington, St Michaels, St Nicholas, St Phillips, St Johns Catholic Bath, Trinity, Twerton Infants, Westfield Primary School, Whitchurch Primary School.

Secondary Schools: Bath College (Radstock site + City Centre site), Broadlands, Chew Valley School, IKB Academy, Ralph Allen School, Oldfield, Saint Gregory's Catholic College, St Marks, Somerset Studio School, Writhlington.

Special Education Needs Schools: Fosse Way School, Threeways.



Contact us by: **Phone:** 01865 903957 **Email:** banesmhstreferrals@oxfordhealth.nhs.uk

Community News: Part 2

New 10-week Dementia Support Programmes:

Chat, Make and Move are a ten-week dementia support programme at ReMind UK, designed to help people to socialise, make new connections and boost wellbeing. These support programmes are for people living with a memory condition or a diagnosis of dementia.

Varied activities include gentle movement, top tips from expert guest speakers, learning new creative, craft and music skills. No prior experience is necessary, just a willingness to try out new things! People who are newly diagnosed with a mild-to-moderate memory condition as well as those who have lived with a diagnosis for longer are welcome to join, with or without a loved one.

ReMind^{UK}

See the 2025 programme below and book your free space:

- **Bath:** January 13th – March 17th, 2025 (Mondays 10am – 12pm)
- **Keynsham:** March 5th – June 18th, 2025 (Wednesdays 10:30am – 12:30pm)
- **Twerton:** (For people diagnosed with young-onset dementia, 65 years old and under) March 25th – July 15th, 2025 (Tuesdays 10am – 12pm)
- **Midsomer Norton:** September 12th – December 12th 2025 (Fridays 11am – 1pm)
- **Southdown and Whiteway:** (For people from ethnic minority backgrounds) September 23rd – December 2nd, 2025 (Tuesdays 10am – 12pm)

To book your free space or for more information please contact ReMind UK on **01225 476420** or email us on info@reminduk.org. If you are unable to book directly and you would like support to book one of the courses, please contact the surgery and request a callback from Lisa Smith, Social Prescriber.

Natural Steps: A series of **free** creative wellbeing sessions run by the Natural Theatre Company. We offer you a safe space to be creative as a member of a small community group. Explore what you want, how you want! Visual Art, Performance, Creative Writing, Gentle Movement.

When: Fridays – Dec 13th, Jan 3rd, 10th, 17th, + 31st 6:30pm – 8pm.

Where: The Big Local Room, Hope House Centre.
10 Waterloo Road, Radstock, BA3 3EP.

Signup: Email – mark@naturaltheatre.co.uk

natural
THEATRE COMPANY



Local Defibrillators:

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



Later Life Planning Clinic: Death and money – typically, people tiptoe around these subjects, or even ignore them all together. But it's important not to put it off; it can make a huge difference both for offering peace of mind, but also for loved ones when the time comes to sort out your affairs.

Lucy Langley of Bath Wills will be holding a later life planning clinic on **Weds 15th Jan 2025 11am – 1pm** at **Chew Magna Old School Room, BS40 8SH**. Come along for a cup of coffee, some cake and a chat. No need to book.



Get emergency food | Trussell

If you need help, a food bank can provide an emergency food parcel containing at least three days of meals. For more information, follow the link above.



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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