



Sunnyside Surgery Newsletter

SUMMER 2015

Inside this issue...



Page 3
Caring for Carers

Page 4
The Primary Care
Research Network

Page 5
Looking after
Yourself



Dr McCloskey will be away on maternity leave until April 2016. Dr Burt will be covering her surgeries during her absence.

We are pleased to welcome back Dr Ruth Evans from maternity leave and also welcome Carole and Kaye our two newest receptionists.

Goodbye and Hello to Nursing Staff

A sad farewell to Kate, Lou and Pip who have now left the Practice and a warm welcome to Naomi, Amy and Helen our three new nursing team members.

If you would like to receive future newsletters and practice updates by email, please let us know by emailing: reception@gp-L81102.nhs.uk

Named, Accountable GP

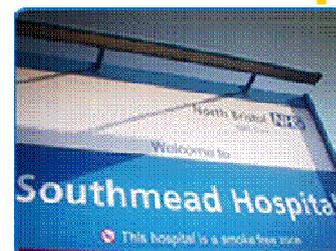


The GP contract for 2015-16 now requires GP practices to allocate a named, accountable GP for all patients (including children) who will take lead responsibility for the co-ordination of all appropriate services required under the contract. When patients register with Sunnyside Surgery, they are told who their accountable GP will be and their medical record is coded to reflect this.

If you are unsure who your accountable GP is, please ask at reception.

Getting to Southmead Hospital from Clevedon

Suggestions by Julian Simcox,
Chair of Sunnyside Patient Participation Group



- ◆ Long Aston Park & Ride – or drive to Southmead Hospital but until the new Hospital Car Park is built, it's not always easy to find a parking place.
- ◆ Shuttle bus from Temple Meads, so using Yatton as a Park and Ride would be an option.
- ◆ The X6 bus to Bristol Bus Station and, after a short walk, the No 76 to just outside the hospital .. but you need to allow 2-3 hours each way for this.
- ◆ Taxi – approximately £30 each way.
- ◆ For people with mobility problems, take the X6 to Long Ashton (or Hotwells) and pick-up the No 505 from the same stop which then takes you actually into the hospital main entrance. This is only useful up to early evening as the X6 stops running at 7pm and it is then only possible to get the 'slow' bus back to Clevedon.
- ◆ Take the X5 from Clevedon and changing at Cribbs Causeway on to the service 82.

Information correct June 2015.

Please check with local bus companies before travelling.

Sunnyside Patient Participation Group

The PPG aims to help Sunnyside Surgery improve its information and services to patients and achieve the highest possible quality of patient care."

The PPG welcomes new members at any time. We would particularly like to encourage younger patients (under 40) to join the Group so that we are more representative of Sunnyside's patient population.

Please ask at reception for further information or email the Chair, Julian Simcox, julian.simcox@blueyonder.co.uk



healthwatch
North Somerset

A new phone service has been set up to help residents of North Somerset find out where to go for advice and support about any health or social care issues. The Healthwatch Information Directory can provide details about support groups for medical conditions and disabilities, help to find a GP or dentist surgery or show people how to make a complaint.

The phone line will be available Monday to Thursday 9.00 – 15.00 on 01275 851400. Queries can be emailed to contact@healthwatchnorthsomerset.co.uk

CARING FOR CARERS

Often, becoming a Carer is something that evolves with circumstance. You may be caring for a friend, a neighbour or a relative and not even realise you have become 'their Carer'. Carers can begin to overlook their own needs, as the needs increase of the person they're helping. Carers often don't know who to ask for help or where to turn, they sometimes don't even know there's help out there for them.



The definition of a Carer is 'anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support'. If this is you, please consider telling your GP you're a Carer – this can be recorded on your Medical Record – it can be important when you're seeing your GP about a health issue as it could be an important consideration.

We have forms which are available from Reception that you can use to let us know you're a Carer. We have two 'Carer's Champion' who works in the Reception Team who may be able to guide you towards services to help support you. You can ask to speak to Jane or Kaye if you wish.

The Primary Care Research Network

The Primary Care Research Network (PCRN) operates across the whole of England and has a common aim: to support research to make patients, and the NHS, better. Each PCRN is part of the National Institute for Health Research (NIHR) which is the research section of the Department of Health.



Your local network is the PCRN South West, North Hub. We support GP practices in Bristol and surrounding areas to help them undertake research. Sunnyside Surgery is one of these practices.

Studies that Sunnyside are currently or looking to be involved in

BARACK D RESEARCH PROJECT

Sunnyside is currently taking part in a trial to look at ways of improving treatment for people with chronic kidney disease (CKD) - a term commonly used by Drs to describe a long-term impairment in kidney function.

Reduced kidney function can be associated with a number of factors but is frequently accounted for by the natural aging process and therefore develops slowly, giving no sudden cause for concern.

The trial is look at a licensed drug that is used for a number of other medical conditions and aims to assess whether it is helpful in the treatment of CKD. The trial is being funded by the National Institute for Health Research and is being run by the University of Oxford. The planned sample size across the country is over 2000 patients with a follow up duration of 3 years.

COMET (Choice of Moisturiser in Eczema) - a study of emollients (moisturisers) in children with eczema.

Eczema affects about 1 in 5 children and while emollients are the main treatment there are many different types and we don't know whether one is any better than another.

The University of Bristol is currently recruiting children from GP practices in the Avon area (Bristol, North Somerset and South Gloucestershire) to see if they can do a fair test of four different types of moisturiser (a lotion, gel, cream and ointment).

Sunnyside is currently awaiting confirmation that they will be involved with this study.

If you would like further information about the Primary Care Research Network, or getting involved in research you can email Lyn Liddiard at lyn.liddiard@bristolccg.nhs.uk. who is the Patient Involvement Lead for the North Hub.



Looking after Yourself

One Patient's Story

At 41 and 22st 9lb, something had to give. I was having to shop online from the USA to get reasonably priced clothes and I was struggling to keep up with my kids. I'd been big since I left home and discovered that I could eat what I wanted, when I wanted. So I did. After I married I got bigger. I knew it was happening but it didn't seem to be a problem.

The first time I really got worried was whilst travelling for work. I had chest pains. I thought the worst (heart attack). In reality I'd pulled a muscle in my chest lifting my suitcase off the luggage belt. As part of the medical checks, I did a treadmill test and lasted less than 4 minutes. My heart was fine but it really scared me.

I'd tried lots of diets but never kept to them. This time it had to change. I'm a very logical thinker, cause and effect I understand. One thing leads to another. If you put energy (food) into your body, and don't use it (exercise), you get fat!

I started by walking. I parked by Clevedon Pier and walked to the Salthouse and back every day for 6 months. I did it on my way home from work, so there were no excuses for not doing it. A friend recommended Weightwatchers online. No embarrassing meetings, no bells ringing (or not ringing). I measured portions until I could judge it by eye, and loved the simplicity of it. Once I had some fitness, I started riding my bike daily. And the weight started to come down.

There is no miracle cure, it is a mindset thing. I now know the implications of everything I put in my mouth. That doesn't mean calories or fat content or the usual things diets focus on. It's a balance. I still drink beer, eat chips (but only twice a month), I don't eat fruit, but I do eat salad now. I eat slower, especially cheese and savour my food.

Three years on, I have lost 5st 5lbs. It might have been more but things like Christmas and the bad weather can dent my exercise routine. It's down to 3 times a week, but I can run 3 miles when I do! Me running! My neck is 2" smaller, my chest and waist are 6" less. I can buy clothes off the peg in the UK, and not the biggest sizes. I did 15 minutes on the treadmill test last year and could have carried on. Most importantly, my kids know they can't outrun me now. They like their new Dad!

A.H.
Patient

BLOOD PRESSURE MACHINE

We now have a blood pressure machine available in the waiting room that patients can use to self-test their blood pressure level. If you would like the reading to be added to your medical record, please write your name and date of birth on the back of the printout slip and leave it in the box provided.





Surgery Notices

Online Services

As from 1st April 2015, GP surgeries are contractually required to give patients online access to parts of their medical record (allergies, medications, reactions), in addition to the existing access to book GP appointments and repeat prescription requests. As a Practice, we have also decided that patients can have access to immunisation information and test results.

If you would like to request access to any of the above services please ask at reception for an application form. Please note, your identity will need to be verified by a Practice member of staff before the online access log-in details are given to you.

Missed or arriving late for an appointment



If you know you are unable to attend for a pre-booked appointment, please let us know as soon as possible so that the appointment can be offered to another patient.

Please note - If you arrive late for an appointment, the Doctor or Nurse may be unable to see you and you will therefore need to book another appointment.

FRIENDS AND FAMILY TEST

The NHS Friends and Family Test gives Sunnyside Surgery feedback on how individual patients experience our services. By capturing your words, as well as your rating, we will be able to find out where improvements should be made.

Each time you visit your GP or Nurse or have contact with the Practice you can tell us, without giving your name, what you think about the care or treatment we give you. Forms are available in the waiting room or you can visit our website and complete it online.

Sunnyside Surgery
4 Sunnyside Road, Clevedon
North Somerset, BS21 7TA

Tel: 01275 873588
www.sunnysidesurgery.co.uk

For out of hours urgent medical advice
contact Freephone 111

For general health information go to: www.nhs.uk

