



## AUTUMN 23

### Opening Times

Monday 08:00-18:00  
Tuesday 08:00-18:00  
Wednesday 08:00-19:30  
Thursday 08:00-18:00  
Friday 08:00-18:00  
Saturday 09:00-12:00

The main surgery line 01275  
332420 is open and answered.  
Mon-Fri 08:00-18:00

Out of hours ring 111

### This Issue

1. Survey Results.
2. Flu/Covid vaccines.
3. PPG.
4. BP Awareness.
5. Calling young carers.
6. Missed appointments.
7. Sepsis Awareness.
8. New team members.

## NATIONAL SURVEY RESULTS

We are extremely proud to announce that Chew Medical Practice have been placed in the top 4% of practices in the Country

The survey provides information on patient's overall experience of primary care services and their overall experience of accessing these services.

**94%** 'say their over experience of the surgery is good'

Ranked **181** out of **6402** surgeries in England

**87%** who 'definitely' have confidence and trust in their GP'

Ranked **122** out of **6398** surgeries in England

**96%** say the GP treats them with care & concern

Ranked **181** out of **6397** surgeries in England

**100%** think the receptionists are helpful

Ranked **1** out of **6400** surgeries in England

**Where patient experience is best**



## FLU & COVID VACCINES

Vaccination is an essential part of protection to us during the colder months. We will run Flu clinics on a Wednesday evening and Saturday morning throughout September and October.

Our first Flu clinic is scheduled for Saturday 16<sup>th</sup> September.

We will shortly be inviting all eligible patients to book with us here at the surgery. Covid clinics will also be available for those who are eligible. Our first Covid clinic will be Thursday 5<sup>th</sup> October.

## PATIENT PARTICIPATION GROUP (PPG)

Our first meeting will shortly be arranged for those who have asked to join us.

We look forward to working with you all and sharing any suggestions/outcomes the group may bring.

If you would like to become part of the group please email your name, date of birth, telephone number (preferably mobile) and email address to [BSWICB.receptionchew@nhs.net](mailto:BSWICB.receptionchew@nhs.net), call 01275 332420 or hand your contact details to reception.

## MAKE THE TIME EASE YOUR PRESSURE

Your blood pressure is important no matter your age.

Taking the time to know your numbers will help to stop stroke and heart disease and could save your life.

Know Your Numbers!® Week 2023  
4-10 September

[bloodpressureuk.org](http://bloodpressureuk.org)



#KnowYourNumbers



## CALLING ALL YOUNG CARERS

"I didn't really consider myself as a young carer. I just kind of considered what I was doing as normal and just family looking after family"

Here at Chew Medical Practice, we want to be able to continue to deliver much needed support to young carers within our community. We are aware of some young carers that are registered with us; but would like to invite patients, parent/carers to inform us if a young individual provides support and care to a member of family or friend.

A young carer is a child/person under 25 who helps or supports or is affected by someone who has special educational needs (SEN), a physical disability, a mental health condition, drug, or alcohol dependency. They do not necessarily have to be living in the same home as the person needing support. Please let us know by emailing [BSWICB.receptionchew@nhs.net](mailto:BSWICB.receptionchew@nhs.net) with the young carers name, date of birth, and address or call **01275 332420**.

## MISSED APPOINTMENTS

During the month of July alone we had a total of **174** missed appointments within the surgery

That is **36 Hours** and **38 minutes** of

- Doctors
- Nurses
- HcAs
- Phlebotomist
- Pharmacist
- Midwife
- Retinal screening clinic
- Time wasted.

Spare a thought for that empty chair:  
it could be costing more than you think...



Cannot keep your appointment?

Let us know and we can give it to someone else.

### cancelling an appointment is easy

you can do so by **phoning**, cancelling **online** using the **online access** or through the **NHS App**.

Please help us to utilize our appointments as best as possible by cancelling any future appointments that you do not need.



<b>S</b>	<b>E</b>	<b>P</b>	<b>S</b>	<b>I</b>	<b>S</b>
Shiver, fever or very cold	Extreme pain or general discomfort	Pale or discolored skin	Sleepy, difficult to rouse, confused	"I feel like I might die"	Short of breath

**CALL 111 IF ANY COMBINATION OF THESE SYMPTOMS OCCUR**

**SEPSIS** SAY SEPSIS SAVE LIVES  
**SEPTEMBER**  
 SepsisAwarenessMonth.org

## NEW TEAM MEMBERS

We are pleased to welcome:

**Matthew Smithers – Matt has joined the practice as our Social Prescriber**

Social Prescribers work closely with Primary Care professionals and others within the community to support patients with non-clinical areas for their life. They can support with a wide range of social, emotional, and practical needs: often helping patients identify what matters to them and unpicking complex issues affecting their health and wellbeing.

Would you like to receive this newsletter by email?

If you would like to receive a copy of all our newsletters via email, please go to [chewmedicalpractice.co.uk](http://chewmedicalpractice.co.uk) scroll down to the bottom of the home page and click on the 'Sign up for your newsletter' button'. Newsletters are also posted on our website.



For healthcare updates and public meeting information follow 'Bath and Northeast Somerset CCG' on Facebook