

The Meadows Surgery Quarterly Newsletter

themeadowssurgery.co.uk



Providing NHS services



TheMeadowsSurgery

Opening Hours

Monday	08.00-19.00
Tuesday	08.00-18.30
Wednesday	08.00-18.30
Thursday	08.00-19.15
Friday	08.00-18.30
Sat, Sun & Bank Holidays	Closed

Practice Half Day Closing for Training

Thursday 23rd July	13.00-18.30
Thursday 20 th August	13.00-18.30
Thursday 24 th September	13.00-18.30

SPF in sunny weather

Sunburn increases your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK, even when it's cloudy.

You can check the UV index on a weather app or website. If it's 3 or higher, consider protecting your skin.

Make sure you:

spend time in the shade between 11.00 and 15.00

never burn

cover up with suitable clothing and sunglasses

take extra care with children

keep babies under 6 months out of direct sunlight

use at least factor 30 sunscreen – make sure to use enough and re-apply frequently

What factor sunscreen (SPF) should I use?

Do not rely on sunscreen alone to protect yourself from the sun. Wear suitable clothing and spend time in the shade when the sun's at its hottest.

When buying sunscreen, the label should have:

a sun protection factor (SPF) of at least 30 to protect against UVB

at least 4-star UVA protection.

Do not spend any longer in the sun than you would without sunscreen.

Dorota Romik - Health Coach

Dorota is an NHS Health Coach and qualified Nutritional Therapist. She supports patients to make positive, realistic changes to improve their health and well being.

This can include physical activity, nutrition, weight management, stress, sleep & managing long-term conditions.

She has a particular interest in metabolic health and supporting people to improve their blood sugar levels as part of their overall well-being.

Dorota works with patients to set personal goals and build confidence through supportive and non-judgemental approach. Her aim is to help people make sustainable changes that fit into their everyday lives and support both physical and mental well being.

If you would like an appointment with Dorota please call reception. She runs a clinic here every Thursday, or a Wednesday on our half day closure.



Amal Sebastial - MSK/First Contact Physiotherapist

Amal is a First Contact Physiotherapist (FCP)/ (MSK) Musculoskeletal Practitioner at the practice. He provides expert assessment and management of muscle, joint, bone, and spine conditions, giving patients direct access to specialist Musculoskeletal care without needing to see a GP first.

He is passionate about helping people reduce pain, restore movement, and regain confidence in their daily lives. From your first appointment, He will provide a thorough assessment, evidence-based advice, and a personalised treatment plan to help you recover and achieve your goals.

Amal works every Tuesday morning and Friday afternoon.



Prostate Cancer Awareness

The media frequently highlights prostate cancer and encourages men to get screened.

We can provide a Prostate Specific Antigen (PSA) blood test for men. For more information, there is a straightforward online questionnaire consisting of three questions: [Prostate Cancer Risk Checker] (<https://prostatecanceruk.org/risk-checker>).

Alternatively, you can pick up a leaflet at our practice.

Update on Non-NHS Services and Medical Notes Requests

Recently, we have been receiving an increasing number of requests from patients seeking Private Life Insurance, Health Insurance, or cancellation forms due to illness prior to a holiday, which require completion by their GP.

The Meadows Surgery is contracted to provide NHS services, and unfortunately, we currently do not have the capacity for non-NHS work. However, we understand that patients have various insurance, employment, and travel needs, and we strive to accommodate these requests whenever possible. It is important to note that NHS work and patients' medical needs will always take precedence over private forms, which is why there may be delays. We handle a high volume of such requests, and more complex forms, like those for life insurance, can take additional time.

We advise our patients that the completion of these forms, especially complex ones, can take 6-8 weeks. We kindly ask for your patience as we work diligently to complete them on your behalf.

*Please note that we charge a fee for non-NHS services; details can be found on our website.

Requests for your medical notes can also take longer than anticipated. There isn't a simple solution to generate them instantly. If a patient has a complex medical history, each hospital letter must be downloaded individually, and if full notes are requested, paper records need to be retrieved from storage and copied page by page in-house. Therefore, we ask for a minimum of 4 weeks to compile this information for you.

Last Quarter Statistics

In the past three months:

Advanced Nurse Practitioners and GPs have provided care to 1,710 patients in person and conducted 1,485 telephone consultations.

Our Nursing Staff and Health Care Assistants have held 1,816 appointments with patients.

118 patients received home visits.

219 patients missed their appointments, resulting in 3,285 minutes of wasted clinical time that could have been utilised for other patients.

If you're unable to attend an appointment, please reach out to us or use our triage system to cancel. This way, we can allocate the slot to another patient in need.



**Somerset
NHS Charity**

For more information, please visit:

<https://www.somersetnhscharity.org.uk/>

Somerset NHS Charity is the official charity for NHS Services across Somerset. If you or a family member have been treated by this GP surgery and would like to help us make a difference for patients, please get in touch.



Symphony
Healthcare Services

This surgery is part of Symphony Healthcare Services Ltd [06633460]
Registered Office: Wincanton Health Centre, Dykes Way, Wincanton,
Somerset, BA9 9FQ
www.symphonyhealthcareservices.com



Patient Participation Group (PPG)

The PPG have asked us what services you would like to see offered at our practice that we do not currently have on offer?

We have recently recruited Amal our Musculoskeletal Practitioner who has appointments on a Tuesday afternoon and a Friday morning

Dorota has been with us since August last year but if you did not know about her Health Coach services please do book in and meet her to see how she can help you..

For any feedback please email the surgery :

*meadows.surgeryilm@nhs.net
and title it "Service Suggestions"*



Useful Numbers

The Meadows Surgery 01460 52284

*Our Dispensary 01460 52469
(open from 11.00-13.00 weekdays)*

*Musgrove Park Hospital 01823 333444
Yeovil District Hospital 01935 475122*



Farewell Announcement for Dr. Saintey

After 16 years of devoted service as a dedicated General Practitioner at The Meadows, Dr. Saintey has announced her retirement, effective September. However, she will still manage her LARC (Long-Acting Reversible Contraception) clinics within the practice, as her passion for Women's Health remains strong, and she will continue to care for our patients.

A comments book is available at the reception for anyone who would like to leave a message and share their best wishes with her.

Do You Live More Than 1 Mile from a Pharmacy?

If you are a patient of ours and live 1 mile or more away from a pharmacy, we could dispense for you.

To find out if you qualify to use our dispensary, please visit Elaine or Liz in our dispensary during the following hours:

10.00 - 13.00

14.00 - 16.00

Alternatively, you can give us a call at 01460 52469 between 11.00 and 13.00 and they will provide you with the necessary information.

Pharmacy First

Did you know that this service is designed to free up GP appointments for patients who are in urgent need? It offers quicker and more convenient access to safe, high-quality healthcare. This includes the provision of appropriate medications for seven common conditions, such as:

Earache (ages 1-17)

Impetigo (1 year and older)

Infected insect bites (1 year and older)

Sore throats (ages 5 and up)

Uncomplicated urinary tract infections in women (ages 16-64)

The goal is to address health issues before they escalate. When you submit a triage request, you might receive a response indicating that we've referred you to Pharmacy First. This doesn't mean we're not willing to help; rather, it ensures you receive excellent care from your local pharmacy, allowing us to focus on more complex cases that require a GP's attention.

Operating hours and Online Submission Process

Hours of Operation

From 08:00 a.m. to 18:30 p.m., Monday through Friday.

On-line Triage requests from 06.00a.m. - 18:30p.m.

Online Message Monitoring

Senior, experienced clinicians frequently check online messages. This is why we encourage online submissions, as it is the quickest way for your enquiries to be addressed.

Addressing Patient Queries

Recently, we have received patient queries regarding the next steps in the process.

The clinician prioritises urgent matters and either offers an appointment or takes necessary urgent actions.

Once all urgent queries are resolved, we allocate the remaining appointments for less urgent issues.

Benefits of Online Triage:

One of the key advantages of online triage is that some queries do not require an appointment or phone call. A senior, experienced clinician will triage your request to the most suitable professional, which may include MSK specialists, Health Coaches, Advanced Nurse Practitioners, Mental Health Nurses, or Paramedics.

Whenever possible, the clinician will respond to questions or resolve issues on the same day, minimising the need for appointments for inquiries that can be answered without an in-person visit.

Examples of Questions That Can Be Addressed Online:

Medication inquiries

Referral questions

Recruiting a new GP

With Dr. Saintey's retirement news, we are seeking to hire a new GP for the Practice, working two days a week.

Interviews will be conducted over the coming weeks, and we look forward to sharing exciting updates in our next newsletter.

Upcoming Flu Vaccination

Invitations

We will be reaching out to our patients eligible for flu vaccinations as follows:

- **Mid-August Invitations for under 18s to receive the Nasal Flu vaccine and for those who are pregnant.**
- **Mid-September Invitations for at-risk patients and individuals over the age of 65.**

The vaccination program will run specific clinics during September 14th to 25th for Nasal Flu and Pregnancy, and in specific clinics from October 12th to 23rd for at-risk patients and those over 65.

These appointments will be available for online booking, so please keep an eye out for your text invitation!

Important Update on Housing Development and Patient Registration

The practice is aware that there is a new housing project in Ilminster which is expecting 400 new homes south of Canal Way. We recognise that new housing developments may pose challenges for general practice when considering the size and capacity of any surgery. Any decision regarding premise requirements within general practice remain at a commissioning level (i.e. NHS Somerset Integrated Care Board).

Whilst we anticipate an increase in patient registrations, the practice is funded through the number of patients that are registered and therefore patient registrations are necessary to fund the activity of the surgery. The surgery will continue to work and support the community with their healthcare needs as it always has.

We request that patients keep the practice informed of any address changes as they occur to ensure that the practice only has registered patients from within its catchment area. This will support our provision of service locally. We thank you for your understanding and co-operation.