

WELLS HEALTH CENTRE

SUMMER

NEWSLETTER



Wells Health Centre
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Providing NHS services



AUGUST BANK HOLIDAY

Wells Health Centre will be closed for the Summer Bank Holiday on Monday 26th August. If you need medical assistance during this time, please call 111 or 999 if it is a medical emergency.

WELCOME

NEW FACES AT WELLS HEALTH CENTRE

We are delighted to announce that Megan Kelley will be joining us as a Practice Nurse from August 12th. She will be working Monday, Tuesday and Wednesdays as part of the Nursing team.

Dr Amna Razzaq, Dr Ebunoluwa Daramola and Dr Ahmad Abdelmoteleb will be joining Wells Health Centre for 6 months as part of their GP training.

MANY CONGRATULATIONS TO SERENA!

Serena joined Wells Health Centre in 2013 as a Health Care assistant and has worked as a valuable member of our nursing team, however late last year Serena decided that she'd like to return to nursing. Before starting a family Serena had been a RGN (Registered General Nurse). We're delighted to announce that Serena has successfully requalified as a RGN and will continue working at Wells Health Centre in her new role.

BOOKING AN APPOINTMENT

We are all too familiar with the news telling us about the rising demand nationally on the NHS. Some of the demand is as a result of people living longer with more health difficulties. To manage the increased demands practices across Somerset are changing the way they work to be able to work safely and effectively. Some are capping the number of patients they see each day, some only offer online and telephone triage as a way of speaking to their GP.

Wells Health Centre is continuing to offer a mixture of appointments, (face to face appointments, pre bookable telephone calls along with contacting your GP online via Engage Consult) for patients to book, however although we have a range of appointments available we do ask patients to use the appointments wisely.

To allow our system to work properly, we need to ensure that patients see the right person for their appointment. With GP practices being supported by and working closely with other community providers such as pharmacists, local authority, voluntary services and their PCN (Primary Care Network) an appointment with your GP isn't always what you need.

To ensure you get the right help you need our reception team at Wells Health Centre have been trained to be able to offer a range of options for patients according to their need. This will mean our Receptionists will ask you some questions, to understand the main reason for your call.

When you do need an appointment with one of our health care professionals, we ask that you come prepared to discuss your one main concern. We ask that patients come prepared to discuss this concern during their appointment. We have often noticed that people often leave their one most important health problem until last which means that we are either short of time to deal with the real reason for the appointment it in the right way or that we over run and keep other patients waiting. Neither of these are what we want for our patients.

Finally, please remember that if you no longer need your appointment, let us know.

During July 2024 **138 appointments were lost** as a result of patients not attending .

PATIENT ACCESS LOGIN ISSUES

Patient Access will now ask you to enter a 6 digit time-based passcode each time you sign -in, as well as your username and password. To access a passcode, you will need to install an authenticator app.

Kindly note that this change has not been put in place by the practice, and we regret to inform you that we are unable to assist with enquiries from patients regarding accessing their patient access accounts.

Please visit the website below for support from Patient Access

website: <https://support.patientaccess.com/signing-in/sign-in-or-register-using-two-factor-authentication>



Vaccination News

2024 FLU VACCINATION PROGRAMME

The NHS has asked GP practices and Pharmacies to start the main flu campaign in October this year. Usually we start earlier but the evidence is that vaccinating slightly later improves immunity over Christmas and later in winter.

So, please don't panic that we haven't yet contacted you to book. We will start booking in the middle of August.

We will be in touch with eligible patients in mid August so that you can book your appointment.

RSV VACCINE—ARE YOU ELIGIBLE?

Are you between 75-79?

From 1 September 2024, those who turn 75 and those age 75 to 79 will be eligible for a free vaccine to protect them from respiratory syncytial virus (RSV).

RSV is an infectious disease of the airways and lungs.

RSV infection often causes symptoms similar to a cold, including:

- cough
- sore throat
- sneezing
- a runny or blocked nose

It can also make you become wheezy or short of breath and lead to pneumonia and other life-threatening conditions.

Almost all older adults will have had several RSV infections during their life.

A single dose of vaccine will help to boost protection as you reach an age group at highest risk of serious RSV infection. Unlike the flu vaccine you don't need to have the RSV vaccine every year. Everyone turning 75 years old on or after the 1 September 2024 will be offered a single dose of RSV vaccine. This is because older adults are more at risk of serious complications from RSV.

For the first year of the programme, the vaccine will also be offered to those who are already aged 75 to 79 years on 1 September 2024 as part of a catch up programme. If you are not yet 75 the NHS will invite you for vaccination once you turn 75.

We are in the process of inviting all our eligible patients to come in for a vaccine.

Alongside of the FLU and RSV vaccine roll out, we will continue to invite any eligible patients to come in for their **Shingles and Pneumonia** vaccines as well as any babies who are due to have their childhood vaccines.



NHS

Somerset

HAYFEVER SYMPTOMS?

You do not need to see a Doctor or have a prescription for hayfever medicines

Your Community Pharmacist can offer advice on how to avoid triggers and how to treat your hayfever

Many treatments are inexpensive and can be bought from a community pharmacy or supermarket



Please help us save NHS resources which could be invested in improving local healthcare services

PRESCRIPTION REQUESTS

Please be aware that we ask for 5 working days to process prescription requests so ensure you order to allow for this. This does not include the processing times for the pharmacies to dispense your medication.

Any urgent same-day requests will need to be collected from reception after 5pm.



REMINDER



**ENJOY
SUMMER**