

Patient Voice Newsletter

Welcome to the first edition of Patient Voice, a new quarterly newsletter brought to you by your **Patient Participation Group (PPG)** at Wells Health Centre (WHC).

The PPG is a group of patients registered at the Practice who meet regularly with the Practice Manager to discuss patient-related issues, offer feedback and develop projects that support the Practice.

Our aim is to be “critical friends” of the Practice – helping to shape services, from the patient’s perspective.



Patient Voice will run alongside the regular Practice newsletter.

What's Inside Patient Voice?

Did You Know?

In this section, we share things you might not know or have not come across...

- WHC has a dedicated email for repeat prescription requests:
👉 E-mail: Somicb.scripts-whc@nhs.net
- WHC supports the *Blister Pack Recycling Scheme* available at Boots (High Street), because medication packaging can't go in with your normal recycling. You can also earn *Advantage Card* points by using the Boots Recycling App to register your blister packs (*before disposal*).
- There is a free, easy-to-use GetUBetter App.

It helps people struggling with muscle, joint or back problems. It's tailored to your condition and helps you recover step-by-step — without needing to wait for a GP appointment. To get started, search 'GetUBetter', download it from the App Store and select “Somerset” as your region.

- Health Connections Mendip Directory is a comprehensive resource that brings together everything from social groups to carers' support and local wellbeing workshops. Visit <https://healthconnectionsmandip.org/mendip-directory>

Beyond the Waiting Room

Each issue will spotlight different members of WHC's 40-strong team, the people who look after your healthcare. Our team at WHC includes:

- 10 GPs
- 2 Nurse Practitioners
- 5 Practice Nurses
- 3 Health Care Assistants
- 2 Paramedics
- 2 First Contact Physiotherapists
- 2 Pharmacy Technicians
- Practice Manager
- Operations Manager
- 3 Administrators
- 2 Medical Secretaries
- 8 Receptionists

Plain speaking

Ever wondered what different healthcare terms or abbreviations mean? *Patient Voice* will explain them - in plain English.

DNA?

DNA = **Did Not Attend**. A DNA means a patient missed their pre-booked appointment - *without letting the Practice know*. Every DNA is a missed opportunity for someone else.

If you can't attend, please cancel your appointment so it can be offered to someone else.

Please also inform the Practice if you:

* Change e-mail or postal address * change your landline or mobile number

Social Prescribing?

Social prescribing is a way healthcare professionals can refer patients to non-medical support in the community, to improve their overall wellbeing. The aim? To treat the whole person – not just the symptoms – by addressing social, emotional, and practical needs.

For example, by ...

- connecting you to exercise or support groups, art classes & volunteering
- supporting those with mental health needs, chronic illness, or loneliness
- providing access to a 'link worker' who helps you find local services



Any questions?

In every issue, we'll answer *non-medical* questions from patients. Have something to ask the PPG? Want clarification on services, systems, or changes?

👉 E-mail us at: ppgwellshc@gmail.com

We'll do our best to find the answers and share them in future editions in [Any Answers](#).

For example:

"If I have a telephone appointment, is it scheduled for a set time?"

Any Answers

Q: Are telephone appointments offered with a specific time?

A: No. You could be contacted anytime during a session. For instance, a morning telephone appointment could take place between 08:00 - noon.

We'd Love Your Feedback!

We hope you've enjoyed reading *Patient Voice*. If you have suggestions for future topics, we'd love to hear from you; your voice matters. We want this Newsletter to reflect what matters to you, our fellow patients.

Coming up in the next issue of Patient Voice...

Beyond the Waiting Room: Spotlight on Practice Manager, Karen Polly

Plain Speaking: 'Pharmacy Technician'; 'Link Worker'

