

BEDMINSTER FAMILY PRACTICE

Phone: 0117 966 3149 • Website: <https://www.bedminsterfamilypractice.nhs.uk>

NEWSLETTER - NOVEMBER 2024

We are pleased to send you another edition of our Practice Newsletter. This edition contains Practice News, updates and announcements which you can expect to receive on a quarterly basis.

Missed Appointments

313

Appointments were missed in October 2024

If you are unable to attend your appointment, there are various ways in which you can cancel:

- **Call the Practice to cancel or change the appointment (0117 966 3149)**
- **Cancel your appointment via our website:** <https://bedminsterfamilypractice.nhs.uk>
- **Cancel using the NHS App**

Vaccinations

Covid and Flu Vaccinations

Our last joint Covid and Flu Clinic will be held on 7 December. You will only be permitted to have these vaccinations if you are over 12 years of age and fit the eligibility criteria - You can check the criteria by visiting [Flu vaccine - NHS](#)

[COVID-19 vaccine - NHS](#)

If you have not already booked your appointment, please call the Practice and we will arrange for you to be booked into this Clinic. You will be able to receive both the Flu and Covid vaccinations at this time. If you only require Covid, please advise the Practice at the time of booking.

If you require the Flu vaccination only, this will be available until the end of February 2025 and can be booked by calling the Practice.

New Vaccination Policy

If a Clinician or Navigator advises that you are due for a vaccination during your appointment, we can book this for you at that time. The vaccines that we will be able to administer will include **Shingles, Pneumococcal, RSV, MMR (Adults) and Flu**. You can find out when you are due a vaccine by visiting [NHS vaccinations and when to have them - NHS](#)

Welcome, Changes and Goodbyes!

Welcome

Over recent months we have welcomed several new members of the team:

- **Laurane, Megan, Adrian and Sarah** have joined the Navigation Team
- **Becky** has transferred from the Navigation Team to the Secretarial Team
- Tia is our new Mental Health Nurse
- Our 3 GP Assistants **Aggie, Paul and Rachel** have all recently completed their GPA Qualification
- **Dr Adam Whitehead** has joined the team on a Friday and will be with us until the foreseeable future
- **Andrea** has joined the Administration Team
- **Jess** has been promoted to Deputy Manager replacing Sue, who left the practice back in April




We are sad to announce that **Chris**, a valued and long serving member of our Navigation Team is leaving the practice at the end of November after 34 years' service. We would like to give our heartfelt thanks to Chris for everything she has done over the years. She will be missed by patients and staff alike.



Partnership Change:

Dr Katy Juttner has stepped down from the role of Partner to Salaried GP. **Mr Ali Tarighi** our Clinical Pharmacist has joined the Partnership as a non-GP Partner along with Dr Wilson and Dr Nearney.

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NHS App

The NHS App allow you to access services online on your computer, tablet or mobile phone. You do not need to download anything.

Who can use the NHS App

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man. Find out more about [About the NHS App - NHS](#)

Over 6000 of our patients have now registered for the NHS App. Over the next few months, we will be running a project to support more people to access the App as it provides the following benefits:

Benefits of the NHS APP



You can download the NHS App on your smartphone or tablet



Klinik Update

We are aware that Klinik is closing earlier due to high demand for appointments. We understand that this is frustrating and are working to improve the situation.

Klinik opens at 07:30 daily. When Klinik is closed, please call the Practice to complete a form with a Navigator for a same-day appointment request by our clinical team.

A simple way to help with appointment capacity is for patients to be aware of the role of Community Pharmacies, who can advise on a range of illnesses. You may be advised by our Navigation team that you have been referred to the Community Pharmacy Team. Please be assured that should the Pharmacy not be able to deal with your condition, you will be referred back to the Practice.

Pharmacists can also prescribe antibiotics for certain conditions. Please visit [How pharmacies can help - NHS](#) for more information. You can also present direct to the Pharmacy without a referral, however the GP Practice will not receive any information about your treatment, so please consider a referral from us in the first instance.

We also now offer a call-back option to avoid waiting in the phone queue. If you choose this option, please be ready for a return call.

When using Klinik, please ensure you select the correct tile for your request. For example, do not use the prescription tile to request an appointment. Unfortunately, incorrect requests will be rejected.

If you are unable to complete an online Klinik form please call us, but please try to use the website form where possible to keep phone lines clear. We cannot accept clinical requests by email.

Email Communication

PATIENTS

For your privacy and security, we **cannot** accept clinical information via email, including medical records, test results, or personal health details.

Email is not a secure communication method for sensitive data. In compliance with the **Data Protection Act 2018** and **GDPR**, we will decline such submissions to protect your personal health information.

You can use the following secure methods to submit clinical information to us:

- [Online Contact](#) this is available every morning from 7:30am
- **Telephone us on 0117 966 3149** if the online portal is closed, or you are struggling to complete the form and have a same day need. If you require assistance outside GP hours you can call 111 or 999 if your problem is urgent and cannot wait