



MENDIP VALE

www.mendipvale.nhs.uk

Welcome to the August Newsletter

Free Online Health Seminars

Winners of the **NHS England & NHS Digital** have recently updated their website with all the webinars they offer. The following webinars are now available:

1. **Irritable Bowel Syndrome First Line Advice -**
2. **The Low FODMAP Diet – for Digestive Problems such as IBS**
3. **Coeliac Disease diagnosed for over 6 months**

All you need to do is access the website (www.gastrowebinars.co.uk) to get more information.

Discussing Your Information with Others



Under the rules of Patient Confidentiality we are unable to discuss any Health Issues, Results or Medication Issues with anyone other than the Patient. If you would like your Husband, Wife, Carer, Relative or Friend to be able to talk to us on your behalf then you will need to send a letter of written consent.

Parents or Guardians of Children are exempt from this requirement, until such time as the child is deemed to be competent to make their own health decisions.

RSVP Befriending Service

If you or anyone you know of, is elderly, lonely or housebound the Surgery runs a Befriending Service under the RSVP Volunteers Scheme. We have Patients who kindly give up their time to volunteer to visit Patients who would like some company.

If you know anyone who might benefit from the scheme, please contact Sue Millard, Service Manager at sue.millard6@nhs.net or on 01934 839837

Meet the Team

Lead Nurse – Sue Fursdon



Before Sue worked at Mendip Vale Medical Practice she worked for 17 years at Weston General Hospital on the Bowel Surgery Ward, and then for 2 years on the Breast and Gynaecological Ward.

She left the hospital and became a Practice Nurse in Graham Road Surgery where she worked for 4 years. She came to Mendip Vale 10 years ago. Sue says it's the best job she has ever had and she has always felt supported by the GP's and staff. On a day to day basis she looks after Patients with Chronic Illnesses, Diabetes, Heart Disease, Strokes, High Blood Pressure and Lung Problems. She does Childhood Immunisations, Travel Advice, Cervical Smears, Dressings and Wound Care, Contraception and anything else that's thrown at her. Outside of her job she is an Educator with North Somerset Education for newly diagnosed Type 2 Diabetics. As a Lead Nurse she will try and sort out any problems or questions and she is also the main point of contact for any issues.

Sue enjoys the Patient Contact and likes the continuity of care she can give to our Patients in a General Practice environment. Her hobbies outside of work are walking, reading, going to the gym and spending time with her Grandchildren.

August Bank Holiday Monday

All surgeries within Mendip Vale Medical Group will be closed on Monday 27th August.

- For Out of Hours please contact NHS direct on 111 and for life threatening emergencies please call 999.
- Remember to order your medications in plenty of time for the Bank Holidays.
- Pharmacies on duty over the Bank Holiday will be available on our Website and displayed in the Surgeries.

Missed Appointments

In the month of July the number of DNA's occurring in our Practice Surgeries (Patient who did not attend) were as follows:-

Doctors' Appointments 81

Nurse & Health Care Assistant Appointments 132

We are now sending out reminders by text for upcoming appointments.

Please help us to reduce the number of missed appointments.