



MENDIP VALE

www.mendipvale.nhs.uk

Welcome to the October Newsletter

Sunnyside and Riverbank System Merge

Our clinical systems will be merging in October; this will enable patients to be seen at any location they wish. Riverbank will see this in place from 8th October and Sunnyside from the 29th October. Patients from Sunnyside can continue to use their local Practice and see the clinician of their choice. Over the coming months we are looking to move services from the Mendip Vale Riverbank site into the modern Mendip Vale St Georges site at 135 Pastures Avenue. This will enable us to provide our patients with a wide range of easy to access services, the same clinicians will move so continuity of care will continue. We will keep Patients fully informed of the date of this move.

If you are a Sunnyside or Riverbank Patient you may need to re-register for Patient Access. Please speak to a member of our Reception Team who will be able to assist you with this.

Care Quality Commission Audit

The Practice was inspected by the Care Quality Commission (CQC) over three days in June, and in late August their report was published. We are happy to say that the Practice was found to be good as an overall rating, and each of the five domains were all found to be good. The full report can be found at <https://www.cqc.org.uk/location/1-668577726>

One area identified for review was around infection prevention and control, with the CQC stating: "The practice should strengthen their risk assessment processes for infection prevention and control regarding identified risks and the actions taken to mitigate". This was in relation to some of our older estate, Yatton and Congresbury, which as you may be aware we are trying to replace by providing a new build at Smallway. Our plan to mitigate the control regarding the identified risks would on the whole be resolved by the new building. This would give us a modern and fit for purpose clinical facility, however due to ongoing delays in getting this approved we are looking at options on how best to delivery services in the interim. We may be able to refresh the clinical facilities at the Yatton site, but as the Congresbury site is in a flood risk area and we are not able to get insurance we cannot borrow funding to update or refresh the clinical facilities. The report contains many positive aspects, and demonstrated how there are robust systems in place across all of our sites to ensure our services are safe and effective. The team will continue to learn from the findings, and work hard to provide the best possible services for all of our patients.

Missed Appointments for September

Doctors' Appointments – 117

Nurse, ANPs' and Health Care Assistant Appointments - 191

Every missed appointment costs the NHS around £160. Please let us know if you cannot make an appointment. We can then offer it to someone who really might need it.

Confidential Sexual Health Advice

We are delighted to announce that our Health Care Assistant Team has recently undergone training in all aspects of Sexual Health. This means if you aged under 25 years old you can speak to a member of the Team in complete confidence with regards to any of the following;

- All methods of Contraception
- Sexual Transmitted Infections including HIV
- Unplanned Pregnancies

Please contact the Surgery to make an appointment.

You do not need to disclose the reason for requesting an appointment to our Reception Team. Just ask to make appointment with a Young Persons Friendly Advisor.



Give us your Feedback



We rely on Patients Feedback to tell us what we are doing right and what we could do better. We welcome your comments and suggestions which you can leave in any of the following ways;

- Leave your feedback on NHS Choices <http://www.nhs.uk>
- Visit our Website <http://www.mendipvale.nhs.uk>
- View our Facebook Page <https://en-gb.facebook.com/mvmpggp>
- Send us a tweet on twitter at Mendip Vale Medical Practice @mvmpggp

Meet the Team – ANP Rachel Butt



Rachel has worked as an Advanced Nurse Practitioner (ANP) for Mendip Vale for nearly 3 years. She started her career at Winford Hospital and then went on to the BRI. Rachel worked within the community for 13 years as a community Matron and Clinical Lead. This gave her the opportunity to work within Respiratory and Heart failure specialist services as well as within the out of hours service at Knowle in Bristol.

Rachel says she feels very fortunate to work within a supportive team in a varied and interesting role. As an Advanced Nurse Prescriber (ANP) she is able to assess, diagnose and treat people with minor illness and minor injuries in the clinic setting. She works predominately at Langford Surgery and then covers one day at St Georges Surgery. Rachel supports the Duty Team with Acute same day home visits as part of a team of ANP's. She has recently completed a Sexual Health Diploma and is able to support Patients with these concerns. Rachel really enjoys her role as an ANP and says she has the opportunity to work in an interesting and varied role supporting people of all ages within a diverse community.