

## January 2022 Patient Newsletter

Welcome to the January 2022 edition of our patient newsletter.

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### Mendip Vale Fact File

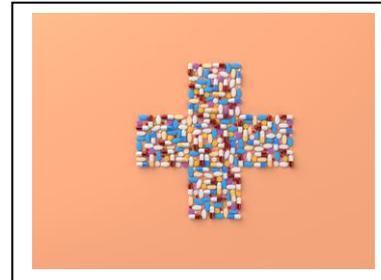
- **46,993** – Total calls answered in November
- **25,581**– Total number of Covid booster vaccinations completed so far in North Somerset
- **Over 90%** of patients aged 65 and over have had their 'flu jab

**DID YOU  
KNOW?**

### Prescriptions from Pharmacies

Some pharmacies have notified patients that from January they will need to request medication electronically or through repeat dispensing as paper requests will not be accepted.

We understand that pharmacies will still be able to accept paper requests from patients who have no online access or no support from relatives. Please ensure you check with your pharmacy if this is of concern for you.



### NHS Covid Passports

It is now mandatory for adults (over 18 years old) to demonstrate their COVID-19 status before entering certain venues and events. This means demonstrating that they have received a full course of an approved vaccine, or have completed a negative PCR or lateral flow test within the past 48 hours, or are exempt from both testing and vaccination. The [NHS COVID Pass](#) can be used to demonstrate COVID-19 status at these venues.

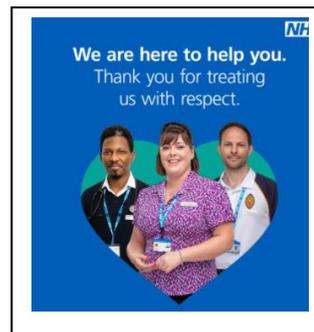
Children aged 12-15 years old who have had a full course of COVID-19 vaccination are eligible for an NHS COVID Pass letter for travel, which includes an internationally recognised 2D barcode. The letter service can be accessed by calling 119 or via [www.NHS.uk](http://www.NHS.uk).

The medical exemptions service will continue to run, and individuals will still be able to request an application form by calling the NHS COVID Pass Service on 119 and then sending this onto a clinician for review. However, to ensure a national effort to maximise booster rollout, the timeframe for processing a medical exemption request will be at the professional discretion of the Practice.

## Treating Everyone with Kindness and Respect

Cases of abuse and violence continue to increase across the NHS and there have been similar incidents across primary care sectors. Staff and teams continue to go above and beyond to provide the best care possible and equally deserve to be treated with kindness and respect.

The majority of patients understand the pressures we are all under, yet a small minority continue to display unacceptable behaviour. All cases are unique, and some patients of course have mitigating circumstances, but the safety of our patients and our team is absolutely paramount.



## Worried about your child?

The following link could be helpful to patients if you are worried about your child:

<https://what0-18.nhs.uk/parents/carers/worried-your-child-unwell>



## Covid Vaccination Clinics at Coniston Medical Practice

The last 2 Covid vaccination clinics have been held at Coniston Medical Practice and not the Community Centre opposite the surgery. We want to apologise to patients for any confusion that this may have caused.

We would also like to thank the Community Centre which has been very helpful in supporting us during our clinics.



## North Somerset Walking for Health

Our scheme welcomes over 300 walkers every week in and around Clevedon, Kewstoke, Long Ashton, Nailsea, Portishead, Weston-super-Mare, Winscombe, Worle and Yatton.

Health walks aim to support those who need it most to move a little more to benefit their health whilst helping them enjoy their local area and connect with others. More information can be found at:

<https://www.walkingforhealth.org.uk/walkfinder/north-somerset-walking-for-health>

Walk name	Route options available	Length (hours)
Clevedon Health Walk	Clevedon Health Walk	1:00
	Clevedon Health Walk	0:30
Nailsea Health Walk	Nailsea Health Walk	1:00
	Nailsea Health Walk	0:40
	Nailsea Health Walk	0:30
	Faster One hour Nailsea Health Walk	1:00
Portishead Health Walk	Portishead Health Walk	1:00
	Portishead Health Walk	0:30
Weston Seafront	Walk Option 1	1:00
Weston-super-Mare Health Walk	Weston Health Walk	1:00
Winscombe Health Walk	Winscombe Health Walk	1:00
Yatton Health Walk	Yatton Health Walk	1:00

## A Message from the Fraud Team at Avon and Somerset Police



### Protect yourself from Romance Fraud this Valentine's Day

Fraud is the most commonly experienced crime type in the UK and anybody can become a victim of a scam. It is always important to know you are not alone and there is lots of support available to you.

Romance fraudsters will often approach potential victims on social media or dating sites. They will request communication be moved onto a different platform like WhatsApp or Google Hangouts in case their fake profile is reported and taken down, this allows contact with you to continue. They will use persuasive language and flattery, often declaring their love for you very early. Once they have gained your trust, the requests for money, gift cards or Bitcoin will begin.

Here are some red flags to watch out for: If the person you are speaking to claims to live or work overseas. Typically we see we see criminals pretending to work for the military, the United Nations, in any medical field and oil rigs. Fraudsters will come up with any excuse not to video call, our advice is to always be persistent and never accept anything less than a crystal clear image and audio. If there is any mention of an unexpected promise of a share of money or winnings. For example inheritance money, wages, pension, gold or lottery.

How to keep yourself safe: Stay on the platform you met them on, the official platform cannot protect you if you move off it. Reverse image search any images they send you (learn how to do this by typing 'reverse image search' into Google). Never download a remote access tool such as Any Desk or TeamViewer, these give the criminal complete access to your device. And finally, always tell a family member or a friend about your love interest, they may spot any red flags you have missed.

**No relationship should ever involve you having to send money. If you have been a victim of fraud or suspect a family member or friend is being targeted, please report it to Action Fraud at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or via phone on 0300 123 2040.**

## Wellbeing Lifestyle Club

**Nutrition for the Family – 'A child is building a body to last a lifetime!'**  
Thursday 27 January 10am-12pm  
For more information please call Liz on 01934 834079



## We Want To Hear From You!

We would very much like to involve our patients in this newsletter – after all, it's written for you and for your benefit! Please send us your suggestions for future topics, your good news stories and also feedback on how we're doing. We are continually looking to turn our patients' feedback into real improvements in the services we provide. Contact us via the means outlined below or visit our website <https://www.mendip-vale.co.uk/patientfeedback>

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