



Severnbank Surgery
Summer 2019
Newsletter



Telephone 01594 845715 Fax 01594 845637 www.severnbanksurgery.co.uk

Aortic Aneurism Screening

We will be hosting the Abdominal Aortic Aneurysm Screening program here in July 2019.

This is for all men aged 65 and over.

The screening program will be at Severnbank Surgery on 10th July.

Summary Care Records

Summary Care Records allow patient information to be transferred and seen in other organisations across the NHS. This includes hospitals- this is what allows them to see a summary of a patient's record when they come in. Currently, patients must actively decline to have a Summary Care Record otherwise it is assumed that they are happy to have it set up. If you would like to decline, please see reception for the SCR Opt-Out form.

Online Patient Access

Patients at Severnbank Surgery are able to book appointments and order their repeat medication online through Patient Access. Patients can also now see test results, documents and immunisation history from their record.

If you would like to have this additional access, please call the surgery or come in and ask at Reception.

PLT Training Closures

Please be aware that the surgery will be closed on the afternoons below for training.

Wednesday 10th July

Wednesday 4th September

Wednesday 2nd October

Wednesday 6th November

Thursday 5th December

Please note that if you are in need of urgent medical care on any of these closure dates, you can still contact 111, an out of hours service through your regular surgery line, or call 999.

Sun Burn and Sun Stroke

The summer time has finally arrived, bringing the warm weather and blue skies we all wait for. However, this also brings an increased risk of sun burn and sun stroke.

The best way to avoid getting sun burnt is, sadly, to avoid the sun.

But with the summer always seeming so short, we've put below some of the things you can do to limit the risk of you getting burnt, while still enjoying that elusive summer sun.

Sun screen can be used to reduce the effects harmful UVA and UVB rays have on a person's skin. Sun screen comes in strengths from SPF 15- 50+. A lot of people are concerned that they do not apply enough sun screen, so it is recommended that you apply 6-8 teaspoons to cover the whole body. Please remember that it is important to cover all the areas that may be affected not just your arms and legs. The back of your neck, face, ears and even the top of your head may need some screening too.

While this wonderful weather is still with us many of us enjoy a trip to the beach and dives in the sea- please remember that you can wash sunscreen off! Should you go for a dip in the swimming pool or the sea, it is important to re-apply your sunscreen once you are out of the water.



New Patient Recall System

For the new fiscal year, Severnbank Surgery has changed the way we recall patients for chronic illness clinics. This includes clinics run for Asthma, COPD, Hypertension, Dementia and Heart Disease among many others. We will now be calling patients in around their birth month so that it is easy to remember when you will be due for your annual check.

We have also adapted the letters we send out to patients and are trying to limit how many times we call a patient in for these recalls. This means that should you have one or more chronic illness you should still only need a single appointment. However there will be some patients that may need two or maybe three separate appointments, depending on their specific need.

Our receptionists and nursing team will be more than happy to help with any queries and questions you may have about the new process.



Family at appointments

We would like to remind patients that while this is an open surgery and family are welcome in to appointments should you wish, the doctors and nurses sometimes need to have complex and important discussions with patients.

When booking appointments we would ask that you please do your best to find suitable care for dependants, especially young children. We understand that sometimes this is difficult but would like to point out that a personal consultation is often difficult for both clinical staff and patients. For many procedures it is inappropriate that others are present. We appreciate your co-operation in this matter.



CQC Report

On the 8th May this year, Severnbank Surgery had an inspection by the CQC (Care Quality Control). We are proud to announce that we received a rating of 'Good' in all aspects of the inspection. The full report is available to read through the link on our website homepage, as well as on the CQC website.

PPG– Patient Participation Group

The PPG are a group of patients at Severnbank Surgery who help to assist the surgery in terms of patient needs and recommendations. If you are interested in joining the Patient Participation Group, or wish to know more, there is a form you can complete and hand in to reception which will be passed on to the Chair of the PPG, Mr A Morgan-Watts, should you wish to contact the group.



PPG News

We would like to congratulate Mr Andrew Morgan-Watts on being elected as Chair of the PPG. Congratulations also go out to Rosalie Knowles who has been elected as Vice-Chair. They will serve their terms for the next 12 months.

If you are unable to attend the quarterly PPG meetings but would still be interested in receiving meeting minutes and perhaps giving your views via email, you can do so as part of a Virtual PPG. Please see reception to collect and complete the form with your email address, stating you would prefer to be in the Virtual PPG to join up.

The next committee meeting will be held between 13:00 and 14:00 on Friday 6th September 2019.



If you would you like to receive this newsletter via email,
please log on to our website www.severbanksurgery.co.uk
to sign up.