

PATIENT

Newsletter

News, clinics and community updates from your practice



Team news



Flu & Covid



Appointments



Your health



Community



TEAM NEWS

Hellos and goodbyes

We said a sad farewell to **Alex Harris**, Advanced Nurse Practitioner, at the end of July after ten years of service. She will be missed by patients and staff alike, and we wish her well on her next chapter.

There have been a few other changes in the team this season — here's who you may meet, and who has moved on.



Thank you, Alex!

Welcome

Dr Rosemarie Potts New GP,
Monday appointments

Dr Christopher Barton New
salaried GP

Laura Private work and medical
reports

Locum GPs

Dr Peter Choate Whom you may
already have met

Dr Andrew Cox

Farewell & best wishes

Alex Harris ANP, after ten years

June Admin team, retired in August

Dr Reka Marton Now on maternity
leave



YOU SAID

Thank you for your kind words



*GP was very polite, a really
nice lady, she listened and a
credit to our surgery.*



*Staff at Winscombe for
always being so helpful and
friendly.*



Staff today were all amazing.



WINTER VACCINATIONS

Covid and flu clinics

Invitations have been sent to eligible patients and clinics are booking up quickly.

CLINIC DATES • OCTOBER 2026

THU 1 OCT	SAT 3 OCT	SAT 10 OCT	SAT 17 OCT	THU 22 OCT
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■ Banwell surgery, Westfield Road

■ Winscombe Community Centre (the new building)



Please walk if you can

It really helps to limit congestion at the clinics.



Scan to find out more about the free NHS flu vaccine, or search “flu vaccine” on the NHS website.



APPOINTMENTS

Missed appointments halved

Since we started sending appointment reminders, the number of missed appointments (“DNAs” — did not attend) has **halved**.

Thank you to everyone who lets us know when they can’t make it — every cancelled slot goes to another patient.

April – June

918

July – September

459

-50%
missed



Can’t make it? Cancel in seconds

View and cancel your upcoming appointments at any time in the **NHS App**. If you no longer need an appointment, please cancel it so we can offer it to someone else.

Your GP surgery, in your pocket

We use **Abtrace** to manage your care proactively. Book eligible appointments, complete health questionnaires — any time, day or night. **Scan to get started.**



REFERRALS

Choose your clinic — promptly

If we refer you and you are offered a choice of provider, **please make your choice as soon as possible** — referrals can “time out” if left too long.

You may not be able to book an appointment straight away, but it’s important to get onto the provider’s waiting list to avoid any delay. Thank you.



RESPECT

No excuse for abuse

Please treat our staff with the same respect you would expect to receive.

Shouting, swearing or abusive behaviour will not be tolerated under any circumstances. Our staff should be able to work without fear of violence, abuse, harassment or discrimination. We have a **zero-tolerance** policy and may remove patients from our practice list.

Who can get vaccinated this winter?

Eligibility for Covid-19, Flu and RSV vaccines in England – Autumn/Winter 2026/27

Eligible group	Covid-19	Flu	RSV
Residents of care homes for older adults	✓	✓	✓
Aged 75 years and over	✓	✓	✓
Aged 65 to 74 years	X	✓	X
Adults aged 18 to 64 years in a clinical risk group	X	✓	X
Immunosuppressed individuals (aged 6 months and over)	✓	✓	X
Pregnant women	X	✓	✓
Children aged 2 to 3 years	X	✓	X
Children of school age (Reception to Year 11)	X	✓	X
Children aged 6 months to 17 years in a clinical risk group	X	✓	X
Close contacts of immunocompromised individuals (aged 6 months and over)	X	✓	X
Frontline healthcare workers (as defined in national guidance)	X	✓	X
Frontline social care workers (without an employer-led occupational health offer)	X	✓	X
People experiencing homelessness (aged 16 years and over)	X	✓	X
Carers (including young adult carers)	X	✓	X

✓ Eligible X Not listed as eligible

YOUR HEALTH

Free support for a healthier you

Free weight management

Our website has a new tool: enter your height and weight to see if you're eligible for free weight management services in North Somerset. [Try it on our website](#). We're also contacting patients whose weight we've recorded to see who may benefit.

NHS Health Checks

We're making a focused effort on proactive care and inviting more patients than ever to an NHS Health Check. If you receive an invitation, please book — it's a quick check that can spot problems early.

GETTING THE RIGHT HELP

Feeling unwell? Know where to go

Self-care at home

Check your symptoms on NHS.uk and treat minor illnesses at home.



Ask your pharmacist

Advice on medicines and common problems like coughs, colds, rashes and allergies.



Speak to your GP

For health concerns that won't go away.

Contact NHS 111

Not sure what to do and it's not life-threatening? Visit [111.nhs.uk](#) or call 111.



Minor Injury Units

Urgent but not life-threatening injuries — cuts, sprains and minor burns.



A&E or 999

For life-threatening illness and injury only.

PHARMACY FIRST

Seven conditions your pharmacist can treat

Pharmacists can now give advice and, if needed, prescription medicine for these common conditions — **no GP appointment needed**. Just walk in or call your local pharmacy.

Sore throat

Ages 5 and over

Earache

Ages 1 to 17

Sinusitis

Ages 12 and over

Infected insect bites

Ages 1 and over

Impetigo

Ages 1 and over

Shingles

Ages 18 and over

Urinary tract infection

Women aged 16 to 64



COMMUNITY NOTICEBOARD

Local support and activities



Steps to Get Active

Free for 12 weeks

Have a long-term health condition? Exercise may help. Classes at **Hutton Moor Leisure Centre**.

Including Better Breathing, cardiac and stroke rehab, Parkinson's, fibromyalgia and type 2 diabetes.

Call **01275 88 2732**



Scan for more information



Chair Yoga

Tuesdays, Banwell Village Hall

Gentle, supportive, accessible — limited places. **2:00–2:45pm** class, then a cuppa and chat until 3:20pm.

Free until 6 October, then **£5** (half price) 13 October – 8 December.

Book with Becky: **07368 990373**



Scan for more information



Sandford Helpline

Volunteer drivers wanted

A car scheme taking Sandford residents with no family or friends to help to hospital, GP, dentist and optician appointments.

They **urgently need more drivers**. No regular commitment; mileage allowance paid.

Contact **Chris Noble** on **01934 903145** or mrs.noble@gmail.com



Adult Social Care — call us for support

North Somerset Council services that can help

Care Connect · **01275 888 801** · Mon–Fri 8am–6pm

Social care advice, or concerns about someone. Deaf or hard of hearing? Contact 07307 309 552.

Community Connect · **01275 888 803** · Mon–Fri 9am–5pm

Local community services, benefits help and everyday support for over-55s.

Alliance Homes Support · **03000 120 120** · Mon–Fri 9am–5pm

Housing, health, wellbeing, finance and unpaid carers support.

Community Meals · **01275 882 155** · Mon–Fri 8:30am–4pm

More than a meal — a friendly face and welfare check.

Independent Living Centre · **01275 888 804** · Tue–Fri 10am–4pm

Equipment and technology to help you live independently.

Medequip Connect · **01934 412 063** · Mon–Fri 9am–5pm

Monitored alarm and emergency response service.

Wellness Service · **01275 874 861** · Mon–Fri 9am–5pm

Free phone calls to reduce isolation and check you're safe and well.



GET INVOLVED

Join our Patient Participation Group

Our Patient Participation Group meets quarterly and provides a link between patients and the staff at the surgery. We would love to hear from you.

Register your interest by email, for the attention of the Practice Manager:

bnssg.winscombebanwellsurgery@nhs.net

Winscombe surgery

Hillyfields Way, Winscombe
BS25 1AF

Mon–Fri 8:00am – 6:30pm

Banwell surgery

Westfield Road, Banwell
BS29 6AD

Mon–Fri 8:30am – 5:30pm

Thursday closed from 1:00pm



Call us
01934 842211



Email us
bnssg.winscombebanwellsurgery@nhs.net



Website
winscombebanwellsurgery.nhs.uk