

## PATIENT NEWSLETTER

### SUMMER/AUTUMN 2026

### Staff updates

We are saying a fond farewell to Alex Harris, our Advanced Nurse Practitioner, who is leaving us after 10 years to take up a new role, on 22nd July.

Many of you will have been seen by Alex over the years, and we know how much your care and wellbeing has always meant to her. We are so grateful for everything Alex has given to our patients, team and our community over the past decade.

We wish Alex every happiness and success in this exciting next chapter — please join us in wishing her all the very best!



- Dr Marton will be going on maternity leave at the end of September and we will be covered by a fixed term salaried GP.
- One of our HCA's Elaine, will be starting a Nurse Associate training soon... congratulations to you both!

### Practice News



We are pleased to share that feedback from patients using our Anima online consultation tool has been really positive. The system has made a noticeable difference to how we manage requests, significantly reducing the need for us to come back to you for further information before we can help.

Because Anima gathers the right details up front, we are able to book you directly with the most appropriate person, first time, and in the right way — whether that's a telephone call or a face-to-face appointment. This means better availability across the board and a welcome reduction in the wait for routine appointments.

We do appreciate that the questions can feel a little onerous at times, and we're grateful for your patience. The good news is that we're expecting an update soon that will introduce more specific, symptom-based questionnaires, making the process quicker and more tailored to your needs.

Thank you, as always, for working with us to get you the right care as smoothly as possible.

#### How does Anima work?

##### 1. Submit a Request.

Submit a request for a GP appointment.

Please note: You no longer need to log into an account to do this.

##### 2. Review

One of our experienced GPs reviews every request on the day it is submitted.

They may message you for more information, invite you to an appointment, or pass your request to the most appropriate member of our team.

##### 3. Outcome

We will aim to respond to every request by the end of the next working day.

**Hearing check** - Did you know you can self refer for a routine hearing check under the NHS? The participating providers are: Specsavers, Scrivens and West of England Audiology Services. There are restrictions so you may still need a referral if you have pain or tinnitus but please check with the provider.



### Ordering repeat prescriptions

Please can we encourage our patients to request repeat prescriptions via the NHS app by going to the home icon, prescriptions, request a repeat prescription.

This can speed up the processes for both us and the patient. Thank you.



**Reception check-in screen** – please note that you need to check-in on the screen in the reception area for all appointments.

### Staying safe in the summer

We hope all our patients stayed well during the last heatwave. With the possibility of another on the way, please see below some tips to help you stay cool and safe...


**BEAT THE HEAT**  
**STAY SAFE THIS SUMMER**  
 High temperatures can be dangerous. Follow these simple **Do's** and **Don'ts** to protect yourself and others.

DO	DON'T
<b>STAY HYDRATED</b> Drink plenty of water throughout the day even if you don't feel thirsty.	<b>DON'T GO OUT IN PEAK HEAT</b> Avoid being outside between 11 AM and 4 PM when the sun is strongest.
<b>DRESS SMART</b> Wear light-colored, loose-fitting cotton clothes, a hat, and sunglasses.	<b>DON'T DRINK ALCOHOL OR EXCESS CAFFEINE</b> They can dehydrate your body.
<b>STAY COOL</b> Stay in shaded or cool places. Use fans, AC, or cool showers to lower body temperature.	<b>DON'T EAT HEAVY OR SPICY FOODS</b> They can increase body heat and cause discomfort.
<b>PLAN YOUR DAY</b> Avoid outdoor activities during peak heat (11 AM - 4 PM).	<b>DON'T LEAVE ANYONE IN A PARKED CAR</b> Temperatures inside a car can rise dangerously within minutes.
<b>EAT LIGHT &amp; HEALTHY</b> Choose light meals, fruits, and vegetables to keep your body energized and cool.	<b>DON'T OVEREXERT YOURSELF</b> Avoid intense outdoor workouts or heavy physical activity in the heat.
<b>CHECK ON OTHERS</b> Look out for children, elderly people, and those with health conditions. Make sure they stay cool and hydrated.	<b>DON'T IGNORE SYMPTOMS</b> Headache, dizziness, nausea, or excessive sweating can be signs of heat illness. Seek help immediately.




**STAY ALERT. STAY SAFE. STAY COOL.**

## EASY SELF-HELP GUIDE TO SIGNING UP FOR THE NHS APP

- Step 1**  
 Download the NHS App from the IOS App Store (if you have an iPhone) or Google Play Store (for phones other than iPhones).
- Step 2**  
 Once installed, tap on the NHS App icon to launch it.
- Step 3**  
 Start the Registration Process: On the welcome screen, click on "Create an Account" or "Sign Up."
- Step 4**  
 Provide Your Details:  
 Name: Your full name  
 Date of Birth: Enter your date of birth  
 Email Address: A valid email address  
 Phone Number: A valid phone number
- Step 5**  
 Verify Your Identity. This can be done using: An NHS number (if you have one). Your personal details, or by answering specific questions related to your health records.
- Step 6**  
 Set up 2-step security. This is to help protect your data and information. You will need to type in the 6 digits that are sent to either your email or to your phone via text message.
- Step 7**  
 Create a safe and secure password. This should be memorable to you but hard for others to guess. It should include lowercase, uppercase, numbers and special characters.
- Step 8**  
 Read through the terms and conditions. If you agree with the terms, click accept.
- Final step**  
 Finalising your profile: There may be extra details that you may wish to add to your profile once you have signed in.






## Community






### Thinking of quitting smoking?

Book your FREE, first appointment with our Health Care Assistant directly through the NHS App

Select the appointment type:  
**'Smoking Cessation initial appointment'**

-  This appointment is for patients beginning their stop-smoking journey. **Please book this for your first visit only**
-  Please do not use this slot for follow-up appointments or any other reason
-  Our Health Care Assistant will discuss support, resources and next steps tailored to you



Open NHS App > Services > Book appointment



**LEARN, LAUGH, LIVE**

Make the most out of life at Winscombe District u3a.  
With more than 20 activity groups, there are a lot of new friends to make and new hobbies to explore.

Coffee mornings - 10am on the 1<sup>st</sup> Monday of each month  
Guest speakers - 2pm on 3<sup>rd</sup> the Monday of each month  
at Winscombe Community Centre

[www.winscombe.u3asite.uk](http://www.winscombe.u3asite.uk)





**University Hospitals  
Bristol and Weston**  
NHS Foundation Trust

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### Macmillan Support Centre, Weston General Hospital

**Support for anyone affected by cancer**

Patients • Families • Carers • Professionals

Emotional support  
Money & benefits advice  
Physical wellbeing

You do not need a referral. Our help is free and confidential.

Open Monday to Friday 9am – 4pm  
 01934 881079

Call us, or drop in.

We are  
supportive  
respectful  
innovative  
collaborative.  
We are UHBW.



**Better Health** North Somerset 

## Steps to Get Active

Do you have a long term health condition?  
Exercise may help!

Free for 12 weeks, with the opportunity to continue  
Hutton Moor Leisure Centre

Classes available:

Better Breathing, Cancer Prehab/rehab, Cardiac Rehab - phase 4, Fibromyalgia, Parkinsons, Pre-natal Aqua Class, Post-natal exercise class, Stroke Rehab, Type 2 Diabetes.

For more info, visit:  
<https://www.betterhealthns.co.uk/support/steps-to-get-active/>  
or call 01275 88 2732



**Visit:** [www.betterhealthns.co.uk/get-active](http://www.betterhealthns.co.uk/get-active)

## Feeling unwell and don't know where to go?


-  **Self-care at home**  
Visit NHS.uk to check your symptoms and find out how to treat minor illnesses at home.
-  **Ask your pharmacist**  
Pharmacists will advise you on medicines and help with common problems like coughs, colds, rashes and allergies.
-  **Speak to your GP**  
For health concerns that won't go away.
-  **Contact NHS 111**  
When you're not sure what to do and it's not life-threatening, visit [111.nhs.uk](http://111.nhs.uk) or call 111.
-  **Minor Injury Units**  
For injuries that need urgent attention, but are not life-threatening, such as cuts, sprains and minor burns.
-  **A&E**  
For life-threatening illness and injury.

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


**Shouting, swearing or being abusive will not be tolerated under any circumstances.**

Our staff should be able to come to work without fear of violence, abuse, harassment or discrimination from patients or their relatives.

We have a **zero-tolerance** policy for these behaviours, and we have the right to remove patients from our practice list



**NO EXCUSE FOR ABUSE**



UK Health Security Agency **Tick Awareness**

## Be tick aware



- 1 Use an insect repellent that prevents ticks
- 2 Wear long sleeves and long trousers to prevent direct skin exposure
- 3 Keep to clearly defined paths and avoid brushing against vegetation
- 4 Check for ticks on young children, including around their heads and necks
- 5 As soon as you're back indoors, check for any ticks on you, your children and pets
- 6 If you find a tick, you can remove it safely and easily

## Join the Patient Participation Group

The local Patient Participation Group meet quarterly with the aim to provide a link between patients and the staff at the Surgery. If you would like to be involved in any way, please submit your interest by email for the attention of the Practice Manager -

[bnssg.winscombebanwellsurgery@nhs.net](mailto:bnssg.winscombebanwellsurgery@nhs.net)

Winscombe Practice Hillyfields Way, Winscombe, BS25 1AF – Tel: 01934 842211  
Opening hours: Monday – Friday 08:00 – 18:30

Banwell practice Westfield Road, Banwell, BS29 6AD  
Opening hours: Mon - Fri 0830 – 1730 (Thurs closed from 1300)

Email: [bnssg.winscombebanwellsurgery@nhs.net](mailto:bnssg.winscombebanwellsurgery@nhs.net)  
Website: [www.winscombebanwellsurgery.nhs.uk](http://www.winscombebanwellsurgery.nhs.uk)

**NHS**

Join your **Patient Participation Group**

PPGs represent patients and provide feedback on GP practices, helping to drive change

