

PATIENT NEWSLETTER

SPRING 2026

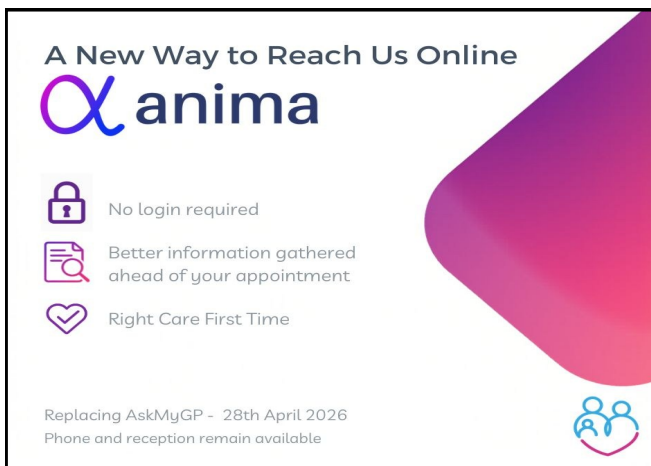
Practice News

Staff updates -

New HCA Some of you may have already met Maisie, who we welcomed to the practice in January. Maisie is an experienced HCA (Healthcare Assistant) and phlebotomist.

Maisie will be predominantly carrying out bloods on Wednesdays and Fridays at Winscombe surgery.

Practice Announcements



A New Way to Reach Us Online

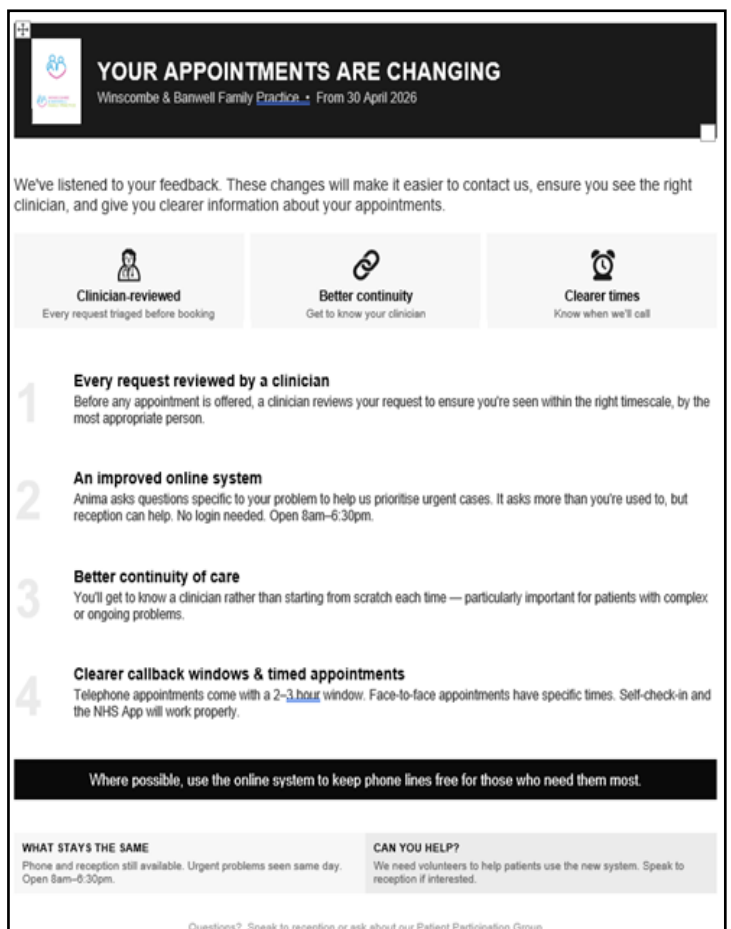
anima

- No login required
- Better information gathered ahead of your appointment
- Right Care First Time

Replacing AskMyGP - 28th April 2026
Phone and reception remain available

From late April, there will be a new way to contact the practice online — powered by Anima. No login. No password. Just visit our website and tell us about your problem. The more you tell us, the better we can help. Our new system gathers the right information upfront, so we can direct you to the right care faster. Phone and reception remain available if you prefer.

Patient information leaflet:



YOUR APPOINTMENTS ARE CHANGING
Winscombe & Banwell Family Practice - From 30 April 2026

We've listened to your feedback. These changes will make it easier to contact us, ensure you see the right clinician, and give you clearer information about your appointments.

- Clinician-reviewed**
Every request triaged before booking
- Better continuity**
Get to know your clinician
- Clearer times**
Know when we'll call

- Every request reviewed by a clinician**
Before any appointment is offered, a clinician reviews your request to ensure you're seen within the right timescale, by the most appropriate person.
- An improved online system**
Anima asks questions specific to your problem to help us prioritise urgent cases. It asks more than you're used to, but reception can help. No login needed. Open 8am-6:30pm.
- Better continuity of care**
You'll get to know a clinician rather than starting from scratch each time — particularly important for patients with complex or ongoing problems.
- Clearer callback windows & timed appointments**
Telephone appointments come with a 2-3 hour window. Face-to-face appointments have specific times. Self-check-in and the NHS App will work properly.

Where possible, use the online system to keep phone lines free for those who need them most.

WHAT STAYS THE SAME
Phone and reception still available. Urgent problems seen same day. Open 8am-6:30pm.

CAN YOU HELP?
We need volunteers to help patients use the new system. Speak to reception if interested.

Questions? Speak to reception or ask about our Patient Participation Group

Gentle Reminder About Confirming Appointments

When we send you an appointment date and time by text message, it should include a link asking you to confirm.

Please take a moment to click the link to let us know you'll be attending.

We know many patients receive the message and think "yes, I'm coming," but we don't receive that information unless the link is clicked.

Confirming helps us:

- keep our appointment book accurate
- avoid unnecessary follow up calls
- offer unused appointments to other patients who need them

Your quick confirmation makes a big difference and helps the practice run smoothly.

Thank you for your cooperation.

Reception check-in screen — please note that after the **28th April** you will need to check-in on the screen in the reception area for all appointments. Up until then, please only to check-in if you are seeing a nurse. Thank you .



Covid clinics - the next round of covid clinics will be happening on 25th April and 16th May. Eligible patients will be contacted and invited to book their appointment slot. Please note the clinics will be held at Banwell Surgery.

NHS referrals

Referrals to Oviva (weight management) and Right to Choose Providers for ADHD & Autism

- We have been notified that the above clinics are awaiting the next lot of funding from the ICB. This means that we can still refer and eligible patients will be placed on the waiting list, and be contacted once the service is up and running. We are hoping that this will be sometime in April. Please check individual websites for wait times.



NHS app - If you have a smart phone, you can download the NHS app! The key benefits are: manage prescriptions, book and manage appointments, access your medical records and instant advice and information via the symptom checker. If you don't have a smart phone you can also create an NHS account where you can have access to all of the above.

What to do if you do not have photo ID

Each GP surgery creates an online account for patients on their local computer system.

You can use the following details from that account to prove who you are:

- the ODS code of your GP surgery
- the account ID
- a linkage key or a passphrase

Your GP surgery should give these details to you in a "PIN document". The linkage key or passphrase will expire 2 weeks after it is printed.

When you have the PIN document, follow these steps in the NHS App:

1. Select How to prove who you are without photo ID
2. Select Yes - I use online services
3. Select Yes - I have all 3 details
4. Enter your ODS code, account ID, and linkage key or passphrase
5. Enter your full name and date of birth

Logging in to the NHS App

1. Enter your email address and select Continue.
2. Enter the password you created when you registered on the app.

Help and support - For help getting set up on the NHS App visit: www.nhs.uk/nhs-app or scan here



To download the NHS App, scan here



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Google Play and the Google Play logo are trademarks of Google LLC.

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Please note that some tests & procedures are being carried out in Community Diagnostic Centres, one of which is on the Bournville estate but some may be further afield. This is a nationwide initiative to relieve pressures on local hospitals and tackle increasing waiting lists.

NHS Type 2 Diabetes path to remission programme.

We are working with an organisation called Momenta, an NHS funded programme, who supports people with type 2 diabetes to lose weight, improve health and work towards diabetes remission. If you are eligible, the surgery will contact you to discuss further.

How to register and get full use of NHS App services

Installing the app

1. Open the App Store or Google Play.
2. Search for 'NHS App'.
3. Install the app.

Registering

If you already have an NHS login account for other apps and websites you can use the same email address and password to log in.

To create an NHS login account, you must be aged 13 or over, and have an email address and phone number:

1. Enter your email address and select Continue.
2. Choose a password.
3. Accept the NHS login terms and conditions.

4. We will email you a security code. Enter this code in the NHS App to confirm your email address.
5. Enter your mobile phone number and select Continue.
6. We will send you another security code in a text message. Enter this code in the NHS App to confirm your mobile phone number.
7. If you have entered the correct codes, you can access the NHS App.

You will now have an NHS login.

Proving who you are

You will need to prove who you are to access other services like seeing your GP health record and other personal information.

Use photo ID to prove who you are

You will need a form of photo ID such as a valid UK passport or UK driving licence.

You have two options.

Option 1 - Complete a face scan

The NHS App will guide you on how to:

1. Take a photo of your ID with your mobile phone.
2. Complete an automated scan of your face using your mobile phone. This will be used to match your face with the photo ID.
3. Enter your date of birth.
4. Enter your NHS number or your name and postcode.

When you have completed these steps, your identity should be confirmed within a few hours.


Option 2 - Take a video


The NHS App will guide you on how to:

1. Take a photo of your ID with your mobile phone.
2. Record a short video of your face and say 4 randomly generated numbers (you can also use British Sign Language or write the numbers down and show them in the video).
3. Enter your date of birth.
4. Enter your NHS number or your name and postcode.

When you have completed these steps, your identity should be confirmed within a few hours.

Community






Your experience of Weston General Hospital A&E and Clevedon Minor Injuries Unit

If you live in North Somerset and you or your family have used Weston General Hospital Accident & Emergency department or Clevedon Minor Injuries Unit, please complete our 10-minute survey.

Go to: www.smartsurvey.co.uk/s/PSC14L/ or scan the QR code.

Your feedback matters, and will contribute to improving health services.

Closing date: 16th March 2026
 For more information, email contact@healthwatchnorthsomerset.co.uk or call 07928 206368





LAST TUESDAY OF EVERY MONTH in Winscombe

Come as you are. Join in as much or as little as you like. Sometimes it helps just to be around others.

PAUSE. BE YOURSELF. NO PRESSURE. NO FIXING. NO EXPECTATIONS.


*FACILITATOR: LEE TOWNSEND





www.muditasalus.co.uk

Email: info@muditasalus.co.uk
 Phone: 07767144665





Free Advice Drop-In Sessions for Over 55s

Come and speak to us about **benefits, employment issues, housing, family issues, discrimination, debt** and more.

 **The Independent Living Centre,**
 Tamar Court, BS22 6NF

 **Every Thursday from 10am to 1pm - No appointment needed**

Community Village Days

We will be joined by professionals from **Alliance Homes, Curo** and the **Pier Health Social Prescribing Team** on the following days:

12 February | 9 April | 11 June | 13 August | 8 October | 10 December

Community Village Days bring together local organisations so you can get the right advice and support in one place.

Our advice is always **free, confidential, independent** and **impartial**.

A huge thank you to the Quartet Community Foundation for making this project possible.

Did you know breast cancer has 12 signs?
 If this is new to you, you really need our charity's breast health app.

thick area	breast dimple	nipple crust	pain/itch in one spot*	new fluid	skin sores
bump	growing vein	sunken nipple	new shape/size	"orange peel" skin/rash	hard lump

*usually with another symptom



Dementia Support Group in Winscombe

Join our FREE, friendly group for people living with dementia. Sessions include activities that support memory and wellbeing, plus information and guidance.

All are welcome, whether you have a dementia diagnosis, or are worried about your memory. Refreshments provided - we'd love to see you there!

Where: Old School, Winscombe Community Centre
 Sandford Road, BS25 1JA

When: Mondays from 10am to 12 noon
 (excluding bank holidays)

Contact us if you have any questions:
info@aliveactivities.org or 07861 385 543



aliveactivities.org | 07861 385 543 | Reg. Charity 1132708



Carer's Wellbeing Group in Winscombe

Join our FREE, welcoming group for carers. Our monthly sessions will include activities to boost wellbeing, plus info & guidance to support you in your role of being a carer.

A carer is someone who provides unpaid, regular help and support to a family member, friend, or neighbour who can't manage on their own.

Where: Old School, Winscombe Community Centre
 Sandford Road, BS25 1JA

When: 2nd Monday of each month
 10am to 12 noon

Contact us if you have any questions:
info@aliveactivities.org or 07861 385 543



aliveactivities.org | 07861 385 543 | Reg. Charity 1132708

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**



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 or call 111.



Minor Injury Units

For injuries that need urgent attention, but are not life-threatening, such as cuts, sprains and minor burns.

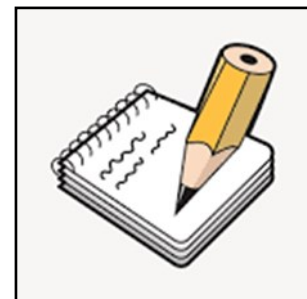


A&E

For life-threatening illness and injury.

Patient feedback:

- Thank you so much for supporting my request so promptly
- Very good service and always followed up when needed
- Very pleased with service



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

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

Website: www.winscombebanwellsurgery.nhs.uk