



The Orchard Grapevine

Patient Newsletter

Points of interest:

- Carers Rights Day and Young Carers
- Blood Pressure Checks
- Pancreatic Cancer Awareness Month
- How We Did Last Month—Did Not Attend Appointments
- Remembrance Day and Veterans Support
- Have we Provided a Good Service?

Friends & Family Test Results: September 2023

Extremely Likely	442
Likely	167
Neither likely nor unlikely	29
Unlikely	8
Extremely unlikely	14
Don't know	3
Total responses	663

Website Highlights

The Orchard Medical Centre Website is set up to give you instant access to useful services and information, as well as being able to contact us directly online. Your clinician may ask you to complete one of the health review forms from the list below, which can be submitted directly, saving a journey to the practice. All other forms are there to support you, instead of waiting on the phone.

We try to keep information on our website accurate, easy to navigate to and easy to read.

As such our online requests page is a simple list divided into categories so you can get to what you want without confusion.

As always, you can contact us at 0117 980 5100 to talk to us directly

Health Reviews and Assessments

- ▶ Alcohol Consumption Review
- ▶ Asthma Annual Review
- ▶ Blood Pressure Review
- ▶ Contraceptive Pill Review
- ▶ COPD Assessment
- ▶ Epilepsy Review
- ▶ Epworth Sleepiness Scale
- ▶ Hypothyroid Self Assessment
- ▶ Male Urinary Tract (IPSS)
- ▶ Oxford Knee Score
- ▶ Oxford Hip Score
- ▶ Patient Health Questionnaire for Depression (PHQ-9)
- ▶ Patient Photograph(s) Request
- ▶ Smoking Review

Contacting the Practice

- ▶ Contact the Practice
- ▶ Contact the Secretaries
- ▶ Feedback
- ▶ Prescription Question
- ▶ Cancel an Appointment

Requests

- ▶ Appointment Request Form
- ▶ Referral Request
- ▶ Repeat Prescription Request
- ▶ Test Results Request
- ▶ Medical Report Request

Carer's Rights Day and Young Carers

Carer's rights day is on the **23rd of November** and aims to highlight unpaid carer's rights to access services and look after their health and well-being as well as provide information and support in caring for family members, friends and partners. On the day Carer's Support Centre is offering a meet-up to find out more information and give South Glos and Bristol Councils feedback on your experiences of adult social care. They're also offering **free lunch and pampering sessions to all carers**. If you want to attend this takes place at The Vassall Centre in Fishponds and you can sign up to attend in person by leaving a voice message on [0117 958 9902](tel:01179589902) or go to www.carerssupportcentre.org.uk/carers-rights-day-2023/ to attend online and get more information.

We would also like to highlight young carers who often do not recognise or reach out that they may be carers. If you are or know someone who supports family who is 18 or under, even by doing things such as shopping and cleaning for parents, helping to look after siblings or interpreting it will be useful to speak to someone you trust at school and ask them to refer you to Carers Support Centre. This way we can support you with caring and provide benefits such as free flu vaccinations. Don't forget to let us know if you register as a carer.

Blood Pressure Checks

If you are aged 40 or over and haven't had your blood pressure checked in the last 6 months you're eligible to have a free check at a pharmacy which offers the community blood pressure service. You can also come in to Orchard and have your blood pressure checked in the waiting room for free. You can see a list of pharmacies which provide this service and find out more information on why getting a test can be useful by going to [Blood pressure test - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Pancreatic Cancer Awareness Month— November

We would like to highlight some important aspects of Pancreatic Cancer.

Pancreatic cancer has had the lowest five-year survival improvement over the last 45 years at only 6.9% increase and currently more than half of people diagnosed with pancreatic cancer die in 3 months of the diagnosis.

Pancreatic Cancer UK are hosting fundraising challenges for the 24 people who die from pancreatic cancer in the UK such as walking or cycling 24 miles in November.

They are also petitioning to the government to get faster treatment as currently 7 in 10 people with pancreatic cancer never receive any treatment at all.

More information can be found at <https://www.pancreaticcancer.org.uk>

Appointments in October

We regularly monitor how we perform as a practice so we can improve services for patients.

Last month we had a **95.6%** attendance rate and only a **4.4%** Did not attend rate. There are a number of ways you can cancel to free up valuable appointments for other patients.

- **By your text appointment reminder**
- **By the Website**
- **Phone line select option 1**

We appreciate our patients turning up on time as this helps the day run as smoothly as possible.

A big thank you to:	We were sad to see:
5208	242
Attended Appointments	Appointments not attended or cancelled

Remembrance Day and Veteran Support..11th November

Op FORTITUDE is a new dedicated referral pathway for homeless veterans aiming to support 1,300 veterans over 2 years and can be contacted on 01748 8337797.

Op RESTORE: The Veterans Physical Health and Wellbeing Service is for anyone who has served at least one day in UK Armed Forces and, because of their service, acquired a significant and lasting physical illness or Injury. This service provides specialist care and treatment for veterans who have physical health problems and works alongside Op COURAGE: The Veterans Mental Health and Wellbeing Service

If you meet the criteria ask your GP, they will be able to offer a referral to Op RESTORE and/or Op COURAGE.

It doesn't matter how long ago you left the Armed Forces or how long you served for. Please get in touch.

How have we done?

If you would like to provide any feedback please leave us a review on the NHS Choices website or through our Orchard website.

We would love to hear about your experience to help us improve services or share your comments to our practice staff.

You can leave feedback by going to <https://www.nhs.uk/services/gp-surgery/the-orchard-medical-centre/L81055/leave-a-review>