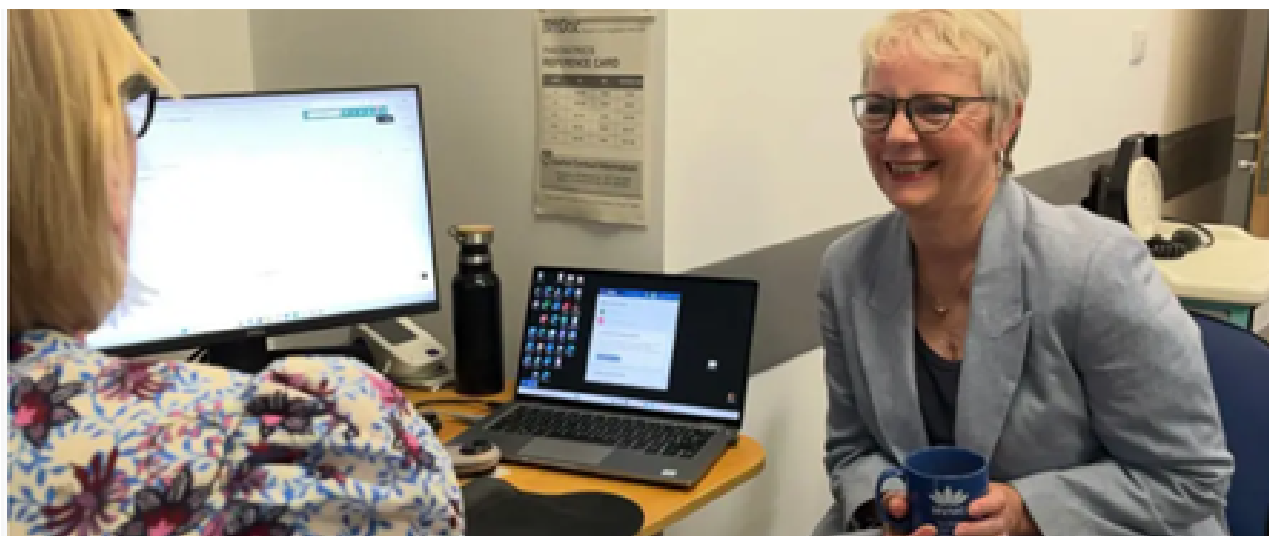


Monthly Patient Newsletter



Health Minister visits MVMG

At the beginning of August, the Health Minister, Karin Smyth, visited our North Somerset Practice St Georges Surgery where she spoke to staff and patients about Artificial Intelligence.

MVMG Digital team is currently working on a project to use AI to automate note taking and letter drafting, which are checked by clinicians before they are sent out.

Health Minister, Karin Smyth commented:

"For far too long, staff have been hampered by needless administrative tasks which have held them back from doing what they do best - caring for and treating their patients."

As part of the 10 Year Health Plan, the government will support providers to roll-out technology, potentially freeing up the equivalent capacity of more than 2,000 full-time GPs.

Andy Carpenter, Digital Director for Mendip

In this newsletter you can expect:

[Preparing for COVID-19 and Flu Vaccinations this September](#)

[Well Aware – Women's Health Resource](#)

[Bristol Tea and Tech Sessions by North Bristol Advice Centre](#)

[Current Research Studies at MVMG](#)

[And so much more!](#)

Vale Medical Group, said: "General practice is

seeing more patients than ever before, and the use of AI and digital technology is playing a vital role in helping to meet that demand."

He added they had many safety processes in place to keep patients' data safe.

"Most patients see that AI is a benefit to their patient care and are willing to have it working,"



Dr Osborne, GP Partner at St Georges Surgery

"I think what it does at this moment in time, it allowed GPs to have more face-to-face time."

During her visit, Minister Smyth also had the opportunity to see other areas of AI in action, including remote fridge-temperature monitoring to prevent loss of vaccine stock.

Minister Smyth said: "The use of AI technology is really key for the future; we have to make sure it's safe. We need to make sure healthcare is always well regulated. We're very actively working with clinicians to make sure we're on the right track with that,"

Accreditation: BBC News Bristol: [Health minister visits Worle GP surgery using AI for notes - BBC News](#)



Dr Osborne, Andy Carpenter and Minister Smyth



Preparing for COVID-19 and Flu Vaccinations this September

As we move into autumn, our team is busy planning this year's COVID-19 and flu vaccination programme. Vaccinations remain one of the best ways to protect yourself, your loved ones, and the wider community during the colder months when these viruses spread more easily.

What you need to know:

Planning is underway – Throughout September, our staff will be working hard behind the scenes to prepare clinics and organise appointment schedules.

Invitations coming soon – Eligible patients will begin receiving their invitations shortly.

Who will be invited? – Priority groups include older adults, those with certain health conditions, and frontline health and care workers. If you are eligible, please keep an eye out for your invite.

Why it matters – Getting vaccinated helps reduce the risk of serious illness, hospitalisation, and complications from both flu and COVID-19.

What you can do now:

- Make sure your contact details are up to date so we can reach you quickly.
- Look out for your invite in the coming weeks and book promptly when you receive it.
- Encourage family and friends who are eligible to do the same.

We appreciate your patience while we finalise our plans and look forward to welcoming you to our vaccination clinics soon. More details in Septembers Issue

Well Aware – Women's Health Resource

Women experience different health and well-being issues during their lives. The Woman's Health Hub by Well Aware is to help you navigate it. You will find reliable information, self-help advice, and signposting to services and support in Bristol, North Somerset and South Gloucestershire.

Women and people, including trans men, non-binary, intersex and gender-expansive people may find this information useful.

Information includes:

- Period Problems
- Menopause
- Contraception
- Pelvic Floor
- Cervical Screening
- Sexually Transmitted Disease
- Trans, Non-Binary, Gender Diverse information
- And so much more!

Visit: [Women's Health - Well Aware](#)



Women's health

Connect to trusted local
information and support



 Search 'Well Aware women's health'

Monthly Message from the Fraud Prevention Team – Investment Fraud

If someone contacts you with an investment opportunity that seems too good to be true... it is. Although investing can be a successful way of making money, it has resulted in many people losing their entire life savings. Fraudsters will persuade you to invest in all kinds of products, offering high rates of return, which often do not exist. It can be extremely difficult to tell a genuine investment opportunity apart from a fraudulent one – even for experienced investors.

Fraudsters are organised and convincing, and you may even see some initial small returns on an investment as an incentive to put a much larger amount of your money in. Requests to cash out will be met with excuses and demands for various fees to be paid. There will always be “just one more payment” needed to receive your money. They often have professional looking websites, glossy marketing materials and prestigious addresses in London to make you feel assured that they are legitimate.

Criminals can even be aware of the investments you hold, or have previously held, and they may make reference to these or target you with similar schemes. They may offer to “recover” funds you have lost in a previous investment. The same criminals may target you again, hiding behind a new identity.

Remember:

- Genuine investment companies will not cold call you – always be wary of any unexpected calls.

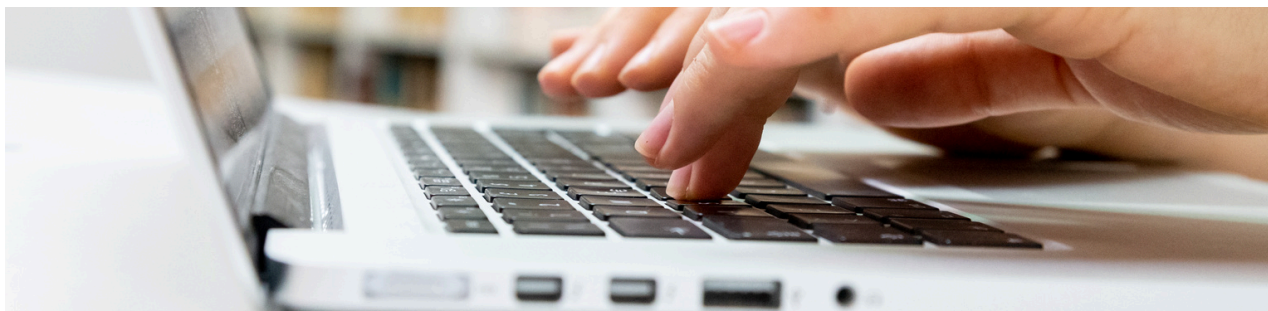
- Research the company and the offer that they have made to you – contact Trading Standards if you have concerns and seek independent financial advice before committing to any investment.
- Before you invest anywhere, check with the Financial Conduct Authority (FCA) register to see if the firm or individual you are dealing with are authorised (<https://register.fca.org.uk/>)
- Check the FCA Warning List of firms to avoid.
- The FCA also provide a ScamSmart test which can help you check if an investment is potentially a scam.

Whilst the above measures are useful, please also be aware of ‘clone firm’ investment scams, where fraudsters imitate real-life companies. ‘Clone firms’ are set up by fraudsters using the same details as real companies authorised by the FCA, making it even more difficult to establish whether or not a firm is genuine.

If you use the internet, it is also worth being aware of fraudulent cryptocurrency investments which often present themselves on social platforms. Never assume anything you are offered online is real. Criminals can even use technology to make it look legitimate, showing trusted personalities/celebrities supposedly endorsing their investment opportunities.

- ***Don't be pressured into making any quick decisions.***
 - ***Always seek independent financial advice.***
 - ***Question whether an investment company would call you out of the blue.***
-

Bristol Tea and Tech with North Bristol Advice Centre



North Bristol Advice Centre (NBAC)'s popular digital outreach service continues across north Bristol from September 2025.

Bristol Tea and Tech drop-ins are held in community spaces across north Bristol and offer support to people aged 55+ to develop digital skills and confidence to get connected, and do what matters to them online.

The team will be returning to Henleaze to continue fortnightly sessions and Henbury, Horfield (Ebenezer Church and Manor Farm) and Sea Mills as a monthly pop-up. In addition, a six-week course will take place at Westbury-on-Trym and Avonmouth. The course will cover the basics from navigation, using email, sending text messages to downloading and using apps. NBAC's weekly digital drop-in in Lockleaze will run on Tuesday mornings, from 10:30 am to 12:30 pm in September only. And also as a Wednesday afternoon monthly pop up session.

All sessions are suitable for beginners and those with experience who want to update their skills. Volunteers will be on hand to help people to get online and address concerns about safety and security. People can bring their own smartphone, tablet, or laptop, or use one of ours. The service is free –and includes a cuppa and a chat. Bristol Tea and Tech is funded by St Monica Trust's Digital Inclusion Fund.

North Bristol Advice Centre is a neighbourhood advice centre based in Lockleaze, North Bristol. Founded in 1984, it provides free and independent advice and support in North Bristol and South Gloucestershire, specialising in welfare benefits and debt advice, and digital inclusion work. NBAC has the AQS Quality Mark and supports 2000+ people each year.

www.northbristoladvice.org.uk

Scroll to the next page to read the time, days and locations of Bristol Tea and Tech Sessions.



Bristol
tea & tech

Frustrated that everything is online these days?

Bristol Tea and Tech is offering a free course at Avonmouth and Westbury-on-Trym and drop ins at Henleaze, Henbury, Horfield, Lockleaze and Sea Mills.

We have friendly volunteers that can help you explore the possibilities of your digital devices and develop your digital skills. Whether you have no experience of computers/devices or just want to update your skills, we can help. Bring your own smartphone, tablet or laptop or use one of our pcs, tablets and laptops.

Langley Centre, Lockleaze

Behind NBAC Office,
Gainsborough Square
Bristol BS7 9XA

Tuesdays 10:30-12:30

9/9, 16/9, 23/9, 30/9

Wednesdays 2-4pm

24/9, 22/10, 19/11

Café on the Square, Sea Mills

Shirehampton Road,
Bristol BS9 2DY

Wednesdays 2-4pm

10/9, 8/10, 5/11

Ebenezer Church

Filton Avenue
Bristol BS7 0BA

Thursdays 10:30-12:30

18/9, 16/10, 13/11

St Peter's Community Centre

St Peter's Way
Manor Farm
Bristol BS10 5FQ

Wednesdays 2-4pm

1/10, 29/10, 26/11

Henbury and Brentley Communi- ty Centre, Henbury

Machin Road
Bristol BS10 7HG

Wednesdays 11-1pm

17/9, 15/10, 12/11

Westbury-on-Trym Methodist Church

46 Westbury Hill,
Bristol BS9 3AA

Thursdays 10:30-12:30

11/9, 25/9, 9/10, 23/10, 6/11, 20/11

Trinity-Henleaze United Reform Church

Waterford Road,
Bristol BS9 4BT

Fridays 10-12

12/9, 26/9, 10/10, 24/10, 7/11,
21/11

Avonmouth Community Centre

257 Avonmouth Rd,
Avonmouth Village,
Bristol BS11 9EN

Fridays 10:30-12:30

19/9, 3/10, 17/10, 31/10, 14/11,
28/11



Current Research Studies at MVMG

We are a “Research active” group of practices which means we participate in a range of research studies, to help enhance knowledge on how to treat conditions, prevent illnesses and form the best care across society and within the NHS.

If you would like to talk a member of the Research team about participating in a study, or have a query about research, or wish to permanently withdraw from any future research, please email bnssg.researchmendipvale@nhs.net

Mendip Vale works with the CRN (Clinical Research Network) to take on and facilitate research projects of all different kinds across the year. We are currently recruiting into the following research studies:



Optimising Treatment for Mild Hypertension in Older People at Risk of Adverse Events

Recruiting people aged over 75 years who have blood pressure within a normal range and are taking two or more medications and are at a higher risk of drug-related side-effects.

This trial will establish whether deprescribing common drugs that lower blood pressure is safe in older



people. We are currently still in the screening phase of this trial. We will soon be sending out invites to eligible patients.



A study looking at whether Coenzyme Q10 (CoQ10) improve quality of life and symptoms in heart failure. Recruiting Patients aged 18 years or over who have heart failure that impacts their daily lives



Recruiting patients aged 16 + who have been diagnosed with any type of cancer. This study aims to use questionnaires to help understand how a patients feel about their quality of life (QOL) and experiences of care.

The INSIGHT Study

The INSIGHT study is an evaluation of the clinical and cost-effectiveness of the getUBetter digital health intervention for low back pain.

Recruiting patients who have recently attended your practice with non-specific with low back pain.



OPACE aims to determine whether stopping azithromycin either completely or seasonally is no worse than continuing it in COPD patients on azithromycin or equivalent macrolides for at least 3 months.



Recruiting adults who present with Cellulitis of the leg.

The study will be assessing the effectiveness and safety of a 5-day treatment of Flucloxacillin versus the standard 7-day treatment. We also aim to evaluate the cost-consequences of a shorter course from an NHS and personal perspective.

Find all our Research studies on the Mendip Vale website: [Research](#)

A Warm Welcome to Our New Staff

Over the last months we have welcomed several new team members to MVMG, including:

- Alison Jones, HCA at Southmead and Henbury Family Practice
- Samee Barbar, HCA at Sea Mills Surgery
- Rhyianna Simmons, Nurse at St Georges Surgery

Newsletter Feedback

We're always looking for ways to improve how we communicate with our patients — and that includes our newsletter. Whether you found it helpful, had suggestions for new topics, or felt something was missing, we'd love to know what you think.

Our newsletter is created with you in mind, aiming to keep you informed about health advice, local services, new treatments, and how to get the most from your NHS care. But we can only make it better with your input!

Share your thoughts by clicking on the link below.

[Click here to share your feedback](#)
