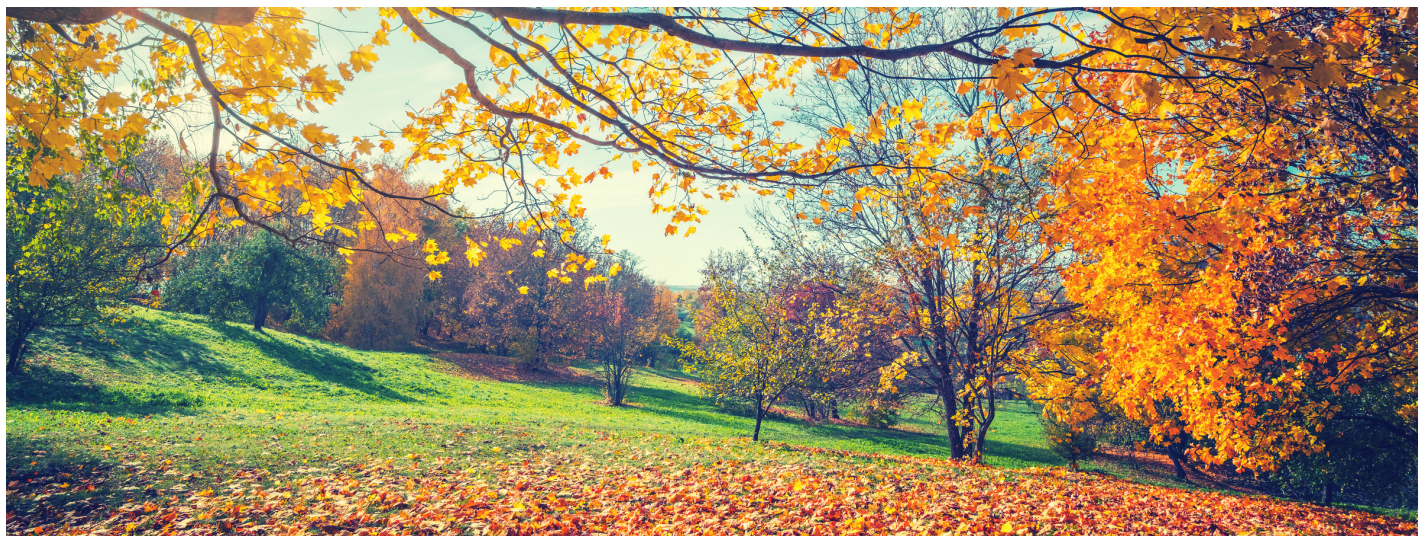


Monthly Patient Newsletter



MVMG Service Overview

There was a time when healthcare looked very different. Your family doctor often lived just down the road, and with a single phone call they might appear at your front door, black bag in hand, ready to help. Medicine was personal, local, and in many ways simpler. But our communities have changed. Populations have grown, new health challenges have emerged, and society itself has evolved.

Today, the role of doctors and the wider healthcare team is still just as important—perhaps more so—but it looks very different from the picture of the past. Could you imagine if all 85,000 of our patients requested a home visit at the same time? We would quickly run out of doctors, nurses, physiotherapists, phone coordinators—even telephones—to meet that demand. Our health service has had to adapt, expanding beyond the lone doctor with a bag to become a diverse, skilled team, working together to provide safe and effective Primary Healthcare for everyone.

A local GP service remains the backbone of healthcare in the UK. It is the mechanism that keeps

In this newsletter
you can expect:

[Patients
Supporting
Patients - Give us
your views](#)

[Repeat
Prescriptions :
Frequently asked
questions
answered](#)

[How to keep
antibiotics working](#)

And so much
more!

care moving and patients supported, and organisations like us form part of that intricate system. We are one cog in a much larger machine, working alongside others to deliver safe and effective care in Bristol, South Gloucestershire and North Somerset (BNSSG). As the NHS has had to evolve, so too have we. We must constantly adapt—shaping our services to meet patient needs while making the best use of the people, skills, funding and tools we have available, guided by both local and national requirements for how healthcare is delivered. Every change we make is driven by one goal: to provide the right care, at the right time, for as many people as possible.



MVMG is made up of 8 GP surgeries across BNSSG. By merging and working together at scale, we can support our patients more effectively with specialist teams, while still keeping the local feel of your individual surgery. We've been able to introduce a wider multi-disciplinary team to care for you, led by the same GP Partners you have seen for many years. This includes additional roles such as Social Prescribers, Health and Wellbeing Coaches, Mental Health Nurses, Physiotherapists and Clinical Pharmacists. We also have stronger administrative support, such as patient coordinators to help on the phones, secretaries to manage hospital correspondence, and a dedicated Medical Records team to ensure your information is accurate and up to date. Working together also means we can run larger initiatives more smoothly, such as our Covid-19 and Flu vaccination clinics.



Importantly, while we benefit from being part of a bigger organisation, each surgery still has its own GP Partners, staff, surgery manager, and clinical team who know and care for their patients. Each surgery name remains relevant and holds continued value, representing the ongoing care and commitment to the local community it serves. Although you may sometimes see

MVMG listed as the surgery name, this is primarily for administrative purposes — your individual surgery remains at the heart of your care, continuing to provide the personalised and familiar service you know and trust.

As with any development, some things have changed. For example, we've introduced eConsult as a way to request a routine appointment. While it isn't



perfect, it helps us make sure patients are seen by the most appropriate clinician. You may also be offered an appointment at another MVMG site if that better suits your schedule or care needs. Our aim is to give you more choice, better access, and a wider range of expertise—all while keeping your surgery at the heart of your care.

eConsult is available during our core surgery hours: Monday to Friday, 8:00am–6:30pm. These are the hours we are contracted to follow. Keeping eConsult within these times is important, as urgent requests submitted outside of hours could cause harmful delays by the time the surgery reopens. Patients can complete an eConsult online, through the NHS App, by telephone, or by filling in a paper form at Reception.

When it comes to appointments, we work to offer routine appointments within two weeks. A routine appointment is designed for health issues that are important but not urgent, whereas urgent appointments are available for concerns that cannot wait and need more immediate attention on the day. Patients who require urgent on the day appointment should call the practice. This helps us prioritise care while ensuring patients can still plan ahead for non-urgent matters. Mendip Vale aim to offer an appointment within two weeks of receiving your eConsult.

We also understand that the growing use of digital services, like eConsult, can sometimes feel like access is being restricted. We want to reassure you that this is not the case. Digital tools are simply one of several options available, and they help us manage demand so we can continue to offer face-to-face, telephone, and home visit appointments where needed. If you are struggling to access care in any way, please let us know—we will always do everything we can to make sure you get the support you need.



We are grateful for the input of our Patient Participation Group (PPG), who act as the patient voice in shaping how we work.

Their feedback helps us make improvements and ensures that patient perspectives remain at the centre of our decision-making.

This isn't a full reflection of everything MVMG does, but we hope it gives you a helpful insight into how we operate and how we are working to support patients

now and into the future. We know we are not perfect, and there will always be areas where we can improve. Healthcare is constantly changing, and we are doing our utmost to adapt in a way that is safe, sustainable, and centred on patient needs. Every decision we make is guided by the principle of what is best for our patients—balancing the immediate demand for care with the long-term sustainability of our services.



We truly value the input of our patients and communities. Your feedback—whether through our Patient Participation Group, surveys, or day-to-day conversations—helps us understand what works well and where changes are needed. It ensures your voice remains central as we continue to evolve. We may not always get everything right, but we remain committed to listening, learning, and doing everything we can to provide the right care, at the right time, in the best way possible for all our patients.

Patients Supporting Patients – Give us your views

It's that time of year again when we ask for your feedback on our services and how we can continue to improve. This year's survey is being run by the Patient Participation Group (PPG) in partnership with Mendip Vale Medical Group (MVMG), following on from the successful surveys carried out in 2023 and 2024. As a result of the surveys over the last two years, the PPG worked with the practice to introduce a number of positive changes based on patient feedback. These efforts were nationally recognised when Mendip Vale's PPG received a national award in 2024, from the National Association for Patient Participation. Your views are incredibly valuable and will help us assess how well recent improvements are working, as well as guide future changes to enhance patient experience.

You can take part by completing a paper survey at your nearest MVMG surgery or by filling it in online — it only takes a few minutes. All responses are completely confidential, but please avoid including any personal details such as your name or contact information.

To give us your views, complete the online survey here:

<https://www.smartsurvey.co.uk/s/3ZVFT1/>

All responses are to be submitted by the 1st of November 2025. Thank you.

Repeat Prescriptions: Your Frequently Asked Questions Answered

We know that managing repeat prescriptions can sometimes be confusing, and we want to make the process as simple and straightforward as possible. In this issue, we've gathered some of the most common questions patients ask about ordering, collecting, and managing repeat medications — along with clear answers and useful tips to help you stay on top of your prescriptions with ease.

How do I order my repeat prescription?

- NHS App or Patient access
- Digital Form on the website
- Email the Prescriptions Team
- Submit a paper request

How long does it take?

Please allow 3 full working days for your prescription to be issued.

Why doesn't my medication show on the App?

- If it's a new medication to you
- It's for acute use
- It's a controlled drug
- It hasn't been issued for more than 2 months

How can I order new/ acute medications and controlled drugs?

- Digital Form on the website
- Email the Prescriptions Team
- Submit a request in writing



When will my medication be ready to collect?

This will depend on your pharmacy, please contact them directly.

What is an acute drug?

An acute drug is a type of medication which is used as a one-off or not intended for long-term use. If a medication is prescribed for short-term use, it may be recorded as acute medication. These medications are not visible or available for reordering through the NHS app or Patient Access.

If you believe you need more of an acute medication, please email our Prescriptions Team. Keep in mind that acute medication requests may take longer than the standard processing time.

What if I need more of an acute item?

- Write your request on the digital form on the website
- Email the Prescriptions Team
- Submit a request in writing

Why can't I see my controlled drugs on my NHS App?

These are treated as Acute medications for safety purposes, this ensures they receive an additional check by prescribers before we issue them. These can be ordered following the acute process above.

What if my request is urgent?

Email us your request and enter 'Urgent' in the subject box.

It is your responsibility to make sure that you request your repeat prescriptions in a timely manner so that you do not run out of medication. Urgent requests can be made via email and will be individually reviewed by a clinician according to our policy. If this is not deemed clinically urgent and safe to do so this will be processed within the normal timescale.

Urgent requests for Medication will be considered for the following:

- Anticoagulants
- Antipsychotics
- Contraceptives
- Epilepsy Medication
- Essential Steroid Replacement
- Heart Failure Water Tablets
- Insulin
- Palliative Care Medicines
- Parkinsons Disease Medications
- Rescue Inhalers

Urgent prescriptions will be sent electronically to your nominated pharmacy by 6:30pm on weekdays.

What should I do if my medication is unavailable?

- Email us to request an alternative medication
- Call our prescriptions team - Option 2 on the mainline

A hospital or other clinician has sent you a letter about a new medication, when can I get this?

Once received please allow us 7 days to process these. New medications will be added to your medication list. We won't issue these until you request them, this is because we don't know if the clinician has already supplied you with some and if so, how many. Some medications fall under a 'Shared Care' agreement with a specialist. Prescribers can/may refuse clinical responsibility for prescribing these items.

I'm going away and need early or extra medication, what should I do?

Travelling outside of England? Let us know when you order and where appropriate we will issue your medications.

Staying in England? We can send your prescription to any pharmacy for you to collect.

I'm leaving the UK for more than 3 months.

The NHS cannot supply more than 3 months medication for patients leaving the country. You may be able to obtain more via a private prescription, please complete an e-consult to discuss with one of our clinicians.





Holidays

If you're planning to go on holiday or will be away from home, please submit any medication requests 7-10 days before your departure. Be sure to note the reason for the early request in your submission.

Please keep in mind that we may not be able to fulfil last-minute or urgent medication requests specifically for travel. Planning ahead helps us ensure you have everything you need for a safe and healthy trip.

Prescriptions for patients travelling out of the country

By law, the NHS ceases to have responsibility for the medical care of patients when they leave the UK. People traveling within Europe are advised to carry an authorised Global Health Insurance Card (GHIC) at all times and this gives entitlement to reduced cost (and sometimes free) medical treatment. Patients should be advised to check specific entitlements prior to travel. Current European Health Insurance Cards (EHIC) remain valid until the renewal date when a GHIC will be issued.

- For patients who will be out of the country for less than 3 months, it is reasonable to provide sufficient medicines for an existing condition (i.e. asthma, diabetes)
- GPs are not required by their Terms of Service to provide prescriptions for the treatment of a condition that is not present and may arise while the patient is abroad. Persons who have left the UK, or who are intending to leave the UK, for more than 3 months are not normally allowed to continue to be registered with a practice.

What should I do with my finished inhalers?

Don't throw your used inhalers into your household waste or recycling bins. Landfill disposal of inhalers is harmful to the environment due to left over gases being released into the atmosphere. Plastics from inhalers cannot be recycled using domestic recycling schemes, as such return your used inhalers to your local pharmacy for safe disposal.

If you have concerns about the environmental impact of your inhaler, make an appointment with your GP practice - **don't stop using your inhaler!**

Medication Reviews

We are keen to ensure that patients with ongoing medical problems are monitored regularly. If your medication review date has passed, please speak to one of our team, they will be able to advise what we need you to do to enable us to complete this review. You need to register to use our online repeat prescription ordering service and this is best done in person at the surgery. Please speak to one of our receptionists.

Energise



STEPS TO
HEALTH

Cancer Prehabilitation to Rehabilitation Programme

**A new 12 week exercise based
programme launching 1st April 2025.**

**Delivered by exercise instructors trained
to work with people affected by cancer.**

**This programme is free to attend for all those
living in Bristol, North Somerset and South
Gloucestershire.**

**For enquiries please contact the admin
support team at North Bristol NHS trust**

Tel: 0117 4145550

Email: proactiveproject@nbt.nhs.uk

**For leisure centre specific support:
hengrove.referral@lexleisure.org.uk**



LeisureCentre.com



LEXLEISURE

Lex Leisure
working in partnership
with Bristol City Council



Covid and Flu Clinics

Our clinics are in full swing, here is a little more information for the remaining clinics. Please note, these clinics are by invitation only, either by text message or letter, and that there are separate clinic times and days for those eligible for both Covid and Flu and just Flu vaccinations.

Covid Vaccination Eligibility

- residents in a care home for older adults
- all adults aged 75 years and over
- Persons who are over the age of 18 and are immunosuppressed

Flu Vaccination Eligibility

- Those aged 65 years and over
- Those aged 18 years to under 65 years in clinical risk groups
- Those in long-stay residential care homes

It does not matter which Covid vaccine you have had previously.

This year, patients can book a clinic appointment at a time and date that suits them using the online booking link. This link will be sent to all eligible patients who have consented to receive text messages from the practice. Please be reassured that this is not spam or a scam.

Patients who have not consented to receive text messages will receive a letter instead. Please bring this letter with you to the clinic.

Due to eligibility changes this year, it's very important that you attend the appointment date provided in your letter or text invite.

If you are unable to attend the initial date, an alternative date will be included in your letter, or you can use the booking link in your text to choose from the available days and times. If you experience any difficulties, please contact the practice for support.

Please note that at each clinic, there will be scheduled breaks from 10:00 AM to 10:30 AM and 12:30 PM to 1:00 PM for vaccine preparation and decontamination. No vaccinations will be administered during these times.

I cannot make the time given to me in my invitation letter.

We strongly encourage patients to make every effort to attend for these important vaccinations on the date and time given to you or the time/date you've booked. Appointments are spread across the day to avoid overcrowding and queues to keep people safe. If you are unable to attend the appointment date and time, an alternative date has been given to you

in your letter. You do not need to contact the surgery to say you are coming at another day/time.

My spouse/partner has been sent an appointment to one of the clinics, but it's at a different time. Can we come together?

We have tried to ensure household members are given the same appointment time, but this is not always possible if their first names are at different ends of the alphabet. Households or those who are sharing transport arrangements who have both been sent an invitation are welcome to come together at the same time – you do not need to phone us to advise this, just turn up together with your respective invitation letters.

I don't want the vaccinations; I have told my surgery, but I have still received a letter.

If you have previously told the surgery that you don't want the Covid or Flu vaccination, but you have received a letter, we apologise and understand that this could be frustrating for you. Your decision to refuse the vaccinations is only valid per vaccine. You may have changed your mind since we last got in touch and we want to ensure every eligible patient has access to the choice of having a vaccine. This means you will need to inform the surgery so we can mark your record as declined.

If I am housebound, when will I have my vaccine?

If you are a housebound patient, we will be in contact with you soon to inform you when we will be visiting.

Please note: a patient is considered housebound if they are unable to leave their home due to illness, disability, or mobility difficulties.

If you are not housebound but your accessibility is limited, a member of the team can vaccinate you in the car at the clinic.

Does the flu vaccine contain egg?

Under 65's vaccine is a flucelvax is cell based which does not contain egg.

Over 65s vaccine does contain egg, however those who are egg intolerant can still have the vaccine. Anyone who has an EpiPen or had an anaphylaxis shock from egg before is advised to consult the clinician at the clinic before the vaccine is administered.

Find all the FAQ's on the MVMG website: [Covid and Flu Vaccinations](#)

Covid and Flu Clinics

Bristol and South Gloucestershire -
Saturday 18th October 2025

- Coniston: 8:30am - 9am
- Sea Mills: 10:30am - 11am
- Southmead: 12:30pm - 1pm
- Monks Park (At Orchard School):
2:30pm - 2:45pm

North Somerset - Sunday 19th October
2025

- At Langford Surgery: 8am - 10am
- At Langford Surgery: 10:30am -
12:30pm

Flu Only Clinics

Bristol and South Gloucestershire -
Saturday 18th October 2025

- Coniston: 8:30am - 8:30am
- Sea Mills: 9:45am - 10:30am
- Southmead: 11:45pm - 12:30pm
- Monks Park (At Orchard School):
2pm - 2:30pm

North Somerset - Sunday 19th October
2025

- At Langford Surgery: 1pm - 3pm



Message from the Fraud Prevention Team at Avon and Somerset - Parking Penalty Charge Notice Scam

Avon and Somerset Police are warning the public of a phishing text circulating recently which encourages recipients to click on a link to pay a fictitious parking fine. The link leads to a convincing looking fraudulent website which looks like the official government website. You will then be asked to enter your email address, vehicle registration number, and your card details to make a payment, usually of £20.

If you receive a text message like this, do not click on the link, as fraudsters can steal your personal and financial data to commit identity fraud and take your money. Even by clicking the link and not entering any information could result in malware being downloaded onto your device.

Phishing messages can be reported by forwarding to 7726, which spells 'SPAM' on your keypad. If you have become a victim of a phishing text scam, report this to your bank immediately, which can be done by calling 159, and report to Action Fraud.

Ambient Voice Technology (AVT) - Your Feedback Matters!

Mendip Vale, alongside other practices in Bristol, North Somerset and South Gloucestershire are taking part in a pilot using Ambient Voice Technology (AVT) during appointments. AVT listens to the conversation between you and the clinician, it then summarises the conversation in the correct format, ready to be included in your clinical notes. Giving the clinician more time to focus on you and your health.

We'd love to hear your views! Visit to <https://forms.office.com/e/er8VcUG8z2>
Thank you for helping us improve your care.



How to keep antibiotics working



Don't take antibiotics for colds and flu. They won't work

Don't save leftover antibiotics for later, they don't work

Take them as directed by your GP, nurse or pharmacist



Scan the QR code to find out more



A Warm Welcome to Our New Staff

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

Coniston

- Clare Davey, Research Nurse
- Dr Hayley Boden, GP

St Georges

- Dr Mahweer Maheshwari, GP
- Rhianna Simmonds, Practice Nurse

Monks Park

- Sophie Evans, Practice Nurse
- Rebecca Gummer, AP

PPL

- Kwok Yin Wong, Clinical Pharmacist
- Abi Davidson, Clinical Pharmacist

Sea Mills

- Samee Barbar, HCA

Southmead

- Alison Jones, HCA

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:

[Click here for your feedback](#)

Better Health
Smoke free

NHS

“Since quitting, I’ve got extra money to put towards a trip away.”

March 12 Take back your life this **No Smoking Day.**

Search **Better Health** quit smoking for free quitting support.

