



Dr Gardiner has recently taken up a role with the Clinical Commissioning Group for Somerset (CCG). The role is currently for two years and will mean that he is away from the practice for a day each week.

We are going to have a regular locum doctor to replace him on this day to help continuity of care for his patients. Dr Gardiner will have regular contact with his locum to ensure that they are both aware of important issues. Dr Gardiner is aware that at the moment this will make it harder to get an appointment to see him but he asks that his patients try to see his locum wherever possible if he is unavailable.

His role with the CCG is important in planning and delivering health care for all our patients and he hopes that he is able to make a valuable contribution. We are confident that our arrangements will continue to provide good access for his patients and ask for your understanding.

## A change in our own computer system Moving from EMIS LV to EMIS Web

An upgrade of our practice computer system will occur on **Wednesday 6<sup>th</sup> August.**

The new system will improve our service to patients, taking advantage of advances in medical software advances.

There will inevitably be some disruption during the upgrade, and this will impact on how we deal with your requests for:

- .. Prescriptions
- .. Giving out test results
- .. Routine appointments
- .. New patient registrations

We ask all our patients to request their repeat prescriptions **before Wednesday 30 July** or **after Wednesday 13 August.**

Please avoid calling for routine test results from Wednesday 6 August to Wednesday 13 August. We do apologise for any inconvenience this may cause and thank you for your co-operation and patience during this time.

Reception: 444666

Prescriptions: 446006 [www.eastquaymedicalcentre.com](http://www.eastquaymedicalcentre.com)

Onsite Opticians : 440440

Onsite Pharmacy: 423015

Onsite Dentist: 411141

# Achieve

The Families Action Programme Newsletter

## Real stories about families we've helped

The 'Families Action Programme' has already helped and supported lots of families across the South West move closer to employment. If you, or a member of your family are aged 16yrs +, not currently working or working less than 16hrs, not in full time education and in receipt of a work related benefit, we may be able to help you too, just like these families...

\*Paul lived with dyslexia and anxiety which he felt had a huge impact on his life, especially when it came to trying to find a job. He wanted support with this part of his life and expressed a desire to develop interview skills and have help with job applications. As a result of his anxiety, he also felt that he lacked confidence and wanted to develop his IT skills.

St Loye's helped to build his confidence and encouraged him to complete registration and application forms and supported him with enrolling on an IT course that was suitable for his particular skill level. The course took place once a week and was easily manageable around his busy life. The course improved Paul's confidence and he now has a greater understanding of IT.



Paul is looking forward to his level 1 IT course to help increase his knowledge of computing. He is also looking into finding voluntary placements to improve his IT skills, so that he can apply what he has learnt in a true working environment.

He now feels more confident in himself and at ease with others around him. His increased confidence has enabled him to apply for jobs and work placements.

\*In order to not identify individuals we have used alternative names/photos for the purpose of this newsletter.

Somerset

This newsletter has been produced by St Loye's Foundation. The Families Action Programme is financed by the European Union and led by the Department for Work and Pensions.



European Union  
European Social Fund  
Investing in jobs and skills

## Hearing Aid Batteries

If you require hearing aid batteries, you are able to get them from the following centres:

- Audiology Department at Musgrove Park Hospital
- Bridgwater Community Hospital
- Cannington Health Centre
- Edington Surgery

You must bring the card/booklet that was supplied with your hearing aid with you. You will not be supplied batteries without this information.

If you have lost your booklet you will need to contact the Audiology Department at Musgrove Park Hospital on 01823 342187 for a replacement

## Did you know....

There are mobile apps available on [www.patient.co.uk](http://www.patient.co.uk)

Weight Tracker  
Patient access  
Patient Pro  
Sleep Diary  
Patient .co.uk

## Your GP cares

The NHS is really struggling at the moment. At East Quay we are facing the same problems that all GP surgeries in England are facing. Over recent years we have seen an unprecedented growth in workload as work is transferred from hospital to us without any funding. Our list size has grown significantly and NHS rules dictate that we are unable to close our list without big penalties. The prevalence of disease and long term conditions is also unprecedented and more and more guidelines dictate additional work for all of these again without additional resource. Expectations of what medicine and the NHS can provide often don't meet the reality today. At East Quay we all work hard to ensure that the service we provide is as high quality and accessible as we can make it but against this background, this is a mammoth challenge.

The British Medical Association (BMA) is leading a campaign to get government and policy-makers to see the difficult reality that you, as patients, and we, as a GP Practice, are facing. Things must change soon as a third of GPs are coming to retirement age and recruiting new doctors in to General Practice is really difficult. This has really serious repercussions for the future of your care in the future.

We are sorry if you had to wait longer than you would like for your appointment but this isn't because we don't care. We really do care about providing good care to all our patients but this is really hard at the moment and is set to get worse. We want this current situation to change now and for the future of your care in general practice.

**Please help us by joining the 'Your GP cares' campaign. To find out more and join the campaign visit [bma.org.uk/YourGPCares](http://bma.org.uk/YourGPCares)**

**And if you tweet...tell @TheBMA why you care about your GP practice #YourGPCares**