



AUTUMN PATIENT NEWSLETTER

WEBSITE: WWW.CHEWMEDICALPRACTICE.CO.UK

@ Chew Medical Practice



Help Us to Help You

Seeing the right person, at the right time.



~90 patients needing triage between 8am and 1pm on an average Monday morning, compared with ~50 five years ago

At Chew Medical Practice, we want to be at the heart of the health of our community. Our aim is to continue providing a high-quality, accessible GP service, where you see the right person, at the right time.

However, like many GP practices, we are experiencing unprecedented demand, particularly for our duty doctor service. For example, on an average Monday morning we now have around 90 patients requiring triage between 8am and 1pm, compared with around 50 just five years ago.

We are committed to properly resourcing our duty doctor system because we know how valuable it is to our patients. We wish to avoid moving to a 'total triage' system, where every request is assessed through an online form before an appointment can be offered.

To help us keep our service accessible and running smoothly, we need to make sure that the duty doctor service is reserved for urgent medical problems, you can help us achieve this by using the right service for your needs:

1 Please book routine appointments in advance

Routine appointments can be booked online, via the NHS App, or through our reception team. We also offer telephone appointments.

For routine problems, please book a routine appointment rather than contacting the duty doctor. You should be offered a choice of available dates, times and clinicians.

Please let us know if your address or telephone number changes so that we can update your records.

2 If you need urgent medical attention, contact the duty doctor as early as possible

If you have an urgent medical problem and feel you need to be seen on the same day, please call us and ask to speak to the duty doctor. The duty doctor will briefly assess your problem and make sure you are directed to the most appropriate care.

If you think you need to be seen in person urgently, please contact us as early as possible from **8am**. This gives us the best opportunity to arrange an appropriate appointment. Most of our urgent same-day appointments take place between approximately **10.30am and 12.30pm**. Please be aware that an urgent same-day appointment may not be at a time that is convenient. You may need to adjust your plans or make arrangements with work to attend.

3 Please request home visits early

If you think you need a home visit, please let us know by **9am** wherever possible.

This allows us to arrange for the most appropriate clinician to visit you. It can be very difficult to arrange home visits later in the day, as our clinicians have prebooked clinics in the afternoon.

4 If you cannot attend today, please consider calling on another day

If you are away on holiday, working elsewhere, or otherwise unable to attend a same-day appointment, please consider contacting us on a day when you are available to attend. This allows us to make the best use of our limited urgent appointments.

5 Please don't use the duty doctor for routine queries

The duty doctor is not the appropriate service for routine blood test results, referral queries or routine medication requests. While these may feel urgent to you, there are other ways to access this information, for example through the NHS app as outlined below.

Please use the appropriate service instead:

- **Results queries:** please check the NHS app for your results or contact our secretaries' results line, open **11am–12 noon**.
- **Referral queries:** please check the NHS app for information or contact our secretary team.
- **Medication requests:** please contact the dispensary via the NHS app, email or by calling Dispensary phone line between **12–2pm** for repeat prescriptions or book an appointment with our clinical pharmacist **Adam Mainwaring** for medication change queries or requests.

Keeping these requests separate from the duty doctor service helps us to keep urgent appointments available for patients who need them.

6 Please let us know if you can no longer attend your appointment

Non-attendances stop other patients being able to book appointments. Please let us know if you are unable to attend so another patient can take the space.

7 Injuries may be better treated elsewhere

If you have had an accident and are concerned about a wound, injury or possible fracture, please attend a Minor Injuries Unit at **Paulton** or **Hengrove** for assessment where appropriate. Minor Injuries Units are far more experienced at assessing for fractures than GPs, and can offer x-rays, wound suturing and dressings.

8 For acute eye problems, contact the Community Urgent Eye Service

This specialist service can assess many urgent eye problems and helps ensure that you receive the most appropriate care.

For an acute eye problem, please contact **Brock and Houlford Opticians in Bishop Sutton** in the first instance and ask to be assessed through the NHS Community Urgent Eye Service.

Alternatively, people across Bath, North East Somerset, Swindon and Wiltshire can access urgent eyecare, free of charge and close to home by calling **0300 303 4922** Monday to Saturday 9am to 5pm.

We really appreciate your patience and understanding as we work to provide the best possible service for everyone in our community. We love being your GP in the Chew Valley and we aim to remain accessible and personal. We would be very grateful if you can follow the advice above to help us to keep providing an efficient and responsive service for everyone in our community.

Covid Clinic

Thursday 22nd October



Flu Only Clinics

Wednesday 14th October
Saturday 17th October
Wednesday 21st October
Saturday 24th October
Wednesday 28th October



HM Government

GET VACCINATED



GET WINTER STRONG



School Children

Children eligible for the Flu Vaccine at school but miss it, can get the vaccine at a community pharmacy but not until after 1st December 2026.



BEREAVEMENT SUPPORT GROUP CHEW STOKE



This is a small peer-support group for anyone who is navigating bereavement and grief after losing someone.

This does not need to be a recent bereavement; all will be welcome to come along and talk or just listen to others.

Sessions will include a space for people to talk about their lost loved one(s), offer support to one another and partake in activities aimed towards processing grief.

Groups are held at:

Chew Stoke Methodist Church
Chapel Lane
BS40 8XD



4th November 2026 - 1pm - 3pm

02nd December 2026 - 1pm - 3pm

For further information email Matt or Lisa at

chewstokestar@gmail.com

AUTUMN WELLBEING SOCIAL EVENT

WERN
WEST OF ENGLAND RURAL NETWORK

Free entry
Suggested donation
for refreshments £2

- Get moving with Ketyon Jepson - and top tips for helping prevent falls
- Our local community police help us stay safe from fraud and scams
- Name that tune - test your music memory with a quiz - with prizes!
- Tea and cake



Tuesday 20 October
Winford Village Hall, Felton Lane
2 - 4pm (doors open at 1.45pm)

Enjoy a fun and social afternoon and learn some top tips for staying safe and healthy.



West of England Rural Network Village Agents
Enquiries: Kate 07985 022030 - kate.w@wern.org.uk
www.wern.org.uk

Chew Medical Practice has Smoking Cessation Advisers

Our advisers can support with face to face and over the telephone appointments.

They can provide information on all treatments currently available, behavioural support techniques, and coping strategies.

Even if you have attempted before there are plenty of new stop-smoking products available to try.

Give our reception a call and ask for an appointment with one of our advisers

STOP TOBER

STOP SMOKING
AND GOOD
THINGS HAPPEN



Opening Times

Monday - 08:00-18:30, **Tuesday** - 08:00-18:30, **Wednesday** - 08:00-19:30, **Thursday** - 08:00-18:30,
Friday - 08:00-18:30, **Saturday** - 09:00-12:00

The main surgery line, 01275 332420 is open and answered Monday – Friday - 08:00-18:30

Out of Hours Ring 111

