Park Medical Partnership's Quarterly Newsletter

www.parkmedicalpractice.nhs.uk 01749 334383 Providing NHS services NHS

Self Care
Visit www.nhs.uk for advice on common conditions and self-care tips.

Pharmacy
Your local pharmacist can offer advice on many common health conditions and minor illnesses.

NHS 111
For urgent medical advice that is not life-threatening, call 111 or visit 111.nhs.uk.

GP Advice
Contact us for routine advice, appointments and ongoing care for non-urgent issues.

Urgent Care Centres
For urgent but non-life-threatening conditions when your GP practice is closed.

A&E or 999
For emergencies including serious life-threatening conditions, **Dial 999.**

3-Month Review

Every month, our team works incredibly hard to provide the right care for our patients. Between 1 June and 30 August, we **booked 16,500 appointments**, with **65% being face-to-face**. Out of these appointments, **36% were booked with a GP**, and **32% were same-day appointments**, helping patients access critical care when they needed it.

Unfortunately, we also had **723 appointments missed** without notice. By attending your appointments or letting us know if you can no longer make them, you help us ensure these appointments can be offered to someone else.

Opening Hours

Monday	08.00 – 18.30
Tuesday	08.00 – 18.30
Wednesday	08.00 – 18.30
Thursday	08.00 – 18.30
Friday	08.00 – 18.30
Sat, Sun & Bank Holidays	Closed

Flu and Covid Vaccination

During the lead-up to flu season, our team has worked hard to contact patients who are eligible for a flu vaccination. We've sent **2465 invitations**, with **64 patients declining** the vaccine and **2082 appointments booked**. So far, over **1700 patients** have received their flu vaccination; unfortunately, **132 appointments were missed** without notice.

We are pleased to continue offering flu vaccinations to help protect our patients and the wider community throughout the winter months. Our patients receiving their vaccinations with us help support the practice through the funding received by NHS England, allowing us to continue providing valuable healthcare services.

If you're eligible and have not yet received your flu vaccination, please contact the practice through the **Contact Us** form on our website.

We are also offering the COVID-19 vaccine to patients aged 75 and over, people aged 6 months to 74 with a weakened immune system due to a health condition or treatment, and people living in a care home for older adults.

So far, **102 patients have declined** the COVID-19 booster, and **655 patients have received** their booster vaccination.

@parkmedicalpractice

@Park Medical Practice and Evercreech Surgery

Our PPG

Patient Participation Group

Our **Patient Participation Group (PPG)** gives our patients a voice and the opportunity to help shape the services we provide



The PPG is a group of individuals who meet with the Practice Manager once every 4-6 weeks. Every GP Practice is contractually required to have a PPG, and our role is to help facilitate communication between practice and patients. We also help, when appropriate, with practice events such as at the annual flu clinics and with NHS App events. It's an interesting volunteering role as we hear what's happening in the practice and can suggest ideas to help aid communication and improve patient experience. It is not a forum for complaints; we aim to be proactive. We do listen to fellow patients and their concerns and can bring their issues to the PPG committee meetings.

We really need more members to help on the committee. It's very rewarding and we're a nice bunch of people! It's also not too onerous and no skills are required, just an interest in helping the practice operate as well as it can.

If you are interested in volunteering or would like a chat about the role, please contact the Practice Manager, who can put you in contact with our PPG Chair, Sheila.

We are a research-active practice

Research is a key principle of the NHS to improve the current and future health and care of the population. Research that involves patients and members of the public leads to results that are more reliable and therefore more likely to be put into practice. Patients currently registered with Park Medical Partnership may be invited to join studies if they meet the strict eligibility criteria. Patients will be fully informed about any study before they consent to take part in any research.

We want patients and the public to be involved in all stages of research. This includes:

- Setting research priorities
- Recruiting people into research studies
- Understanding what the research findings mean for patients and how it can be utilised in Primary Care

Park Medical Partnership also works with experienced NIHR RRDN (National Institute for Health Research Regional Research Delivery Network) experts who may securely access patient records for approved research activities, such as identifying patients who may be eligible for studies supporting recruitment and follow-up.

Your privacy and data security are carefully protected, and any further processing will only take place with your consent.

Childhood ailments

to look out for this winter





Common Cold or Cough

Colds and coughs are common in children and are usually caused by viruses. Symptoms include a runny or blocked nose, sneezing, a sore throat, a cough, tiredness and sometimes a high temperature.
Most colds improve within 1 or 2 weeks, although coughs can last 3 to 4 weeks. Children can usually recover at home with rest, fluids and age-appropriate paracetamol or ibuprofen. A pharmacist can advise on suitable medication.
Contact your GP if symptoms worsen, a temperature lasts more than 3 days, the cold does not improve after 10 days, or the cough continues beyond 3 weeks.

RSV

Respiratory syncytial virus (RSV) is a common virus that causes coughs and colds in children under 12 years old. Symptoms include a runny or blocked nose, a cough, sneezing, tiredness and a high temperature.
Babies may become irritable, feed less or develop wheezing and breathe faster. Most infections improve within 1 or 2 weeks and can be managed at home with fluids, frequent feeds and age-appropriate paracetamol or ibuprofen. A pharmacist can advise on symptom relief.
Contact your GP or NHS 111 if your child is getting worse, feeding less than usual, has had a dry nappy for 12 hours, seems dehydrated or has breathing difficulties.





Influenza/Flu

Influenza, or flu, is a viral infection that begins suddenly. A child may develop a high temperature, body aches, exhaustion, a dry cough, a sore throat, a headache and loss of appetite. They may also experience sickness, diarrhoea, ear pain, sore eyes or reduced activity.
Most children recover at home with rest, sleep, fluids and age-appropriate ibuprofen or paracetamol. Never give aspirin to anyone under 16, and ask a pharmacist before combining medicines.
Contact your GP or NHS 111 if your child feels very unwell, becomes short of breath, has a long-term condition or does not improve after 7 days.

Looking out for the vulnerable *this winter*

Age UK Somerset

In Somerset, around eight people over the age of 65 are admitted to hospital every day as a result of a fall. Falls are also the leading cause of injury-related mortality among older people in the UK.
Age UK offers Strong and Steady sessions, which are specially designed classes to improve strength and balance. These are offered at two tiers so you can participate at a level that is right for you.





Winter Fuel Payment

As the cold starts creeping in, it's important to check whether you're eligible for the Winter Fuel Payment. This is a government payment designed to help eligible vulnerable people with their heating costs during winter.
Eligibility depends on your age, income and circumstances. If you are unsure whether you qualify or would like more information, please visit the official GOV.UK website and search for "Winter Fuel Payment".

YOUR NHS APP: Managing your NHS care

1 DOWNLOAD

Search for the NHS App in the App Store or Google Play and download the NHS App.

2 SIGN IN

Open the app and create a new NHS login or sign in if you already have one.

3 MANAGE

Explore the app, view your test results, health records and other information.

4 NEED HELP?

Give us a call, visit us in person, or contact us online if you need help with setting up the NHS App. We are happy to help.

Prescriptions

Repeat prescriptions are not issued indefinitely. To make sure your medication remains effective, you will be invited for regular medication reviews and health checks. Please make sure to book these appointments as soon as you're invited.

Delays in completing your review may result in delays to your repeat prescription. We will contact you for these reviews when appropriate; please do not contact us.

Make sure to order your medication before you run out and allow 7 working days for prescriptions to be ready to collect from the pharmacy.

Patient Feedback

Friends and Family Survey & Reviews ★★★★½

Reviews are incredibly valuable to us as a practice. Your feedback helps us understand what we're doing well and where we can improve. As a practice, we are continuously striving to provide the best possible quality of care and experience for our patients.

★★★★★

Excellent service as always for a blood test. Sian found the vein first time and no bruising, great.m mum.

★★★★★

I recently attended Park Medical and had an appointment with Kenny Gourlay , Physiotherapist. I cannot speak highly enough of the care I received. Kenneth's empathy, professionalism, and extensive knowledge were outstanding from start to finish.

He took the time to listen, thoroughly explain everything, and made me feel completely at ease throughout the appointment. It was clear that he genuinely cares about his patients and is committed to helping them achieve the best possible outcome.

If you're looking for a physiotherapist in the local area, I would highly recommend asking to see Kenneth. An excellent experience and a real credit to Park Medical.

★★★★★

The staff are helpful and will go the extra mile to help sort issues

★★★★★

I would like to thank Park Medical Practice Shepton Mallet for there medical advice and commitment, unfortunately I contracted a chest virus a few weeks ago, I was given a course of antibiotics, but unfortunately this did not work, I was coughing approximately two to two and a half hours a day. I returned to Park and was given a further course of antibiotics along with a course of steroids and advised to come back if there was not any improvement. That said there was some improvement but I was still not functioning correctly. On return I was advised that my infection was not completely clear, but I was given a further course of steroids, and sent for a chest Xray, this was on the Tuesday of the week. I was contacted on Thursday and I had the Xray on Friday of the same week. Within a few weeks I had my results and a further appointment was given to me to hear my results, which confirmed that my virus had cleared up and the Xray gave me a clear sheet. Thank you all for your time and commitment.

★★★★★

A lovely appointment with Sarah the nurse, she is very caring and understanding as well as giving you confidence in her knowledge of her particular medical field. Such an amazing asset to the park surgery thank you

Friends and Family Feedback

In September, we received **137 responses**, a 20% decrease from August. However, we're pleased that **92% of these responses were positive**, reflecting the experiences of many of our patients.

We know that seeing a preferred clinician is important, and **38%** of patients requested a specific clinician. Of those, **92% were able to see the clinician they requested**.

Our Google rating remains at 4.2 stars, unchanged from last month. During September, we received 10 five-star reviews, one four-star review and one two-star review. Thank you to everyone who has taken the time to share their experiences with us.

Looking back at July and August, feedback remained positive! In August**, 92% of the 172 responses received were positive.** In addition, 94% were able to see their chosen clinician.

In July, we received 157 responses, with **92.4% rating their experience** either **very good** or **good.** Patients particularly praised our friendly and caring staff, knowledgeable clinicians, thorough consultations and efficient nursing services. Many also told us there was nothing they felt we needed to improve.

Meet Our *Talents*



Dr Barry McGrath

Dr Barry McGrath, GP Partner
As one of our GP Partners, Dr McGrath enjoys building long-term relationships with our patients and their families, supporting them through all different stages of their lives. He believes that the relationships he builds with patients and their families are one of the things that makes general practice so special.

Alongside his clinical work, Dr McGrath has a passion for medical education. He works closely with our GP trainees, helping them develop the skills and confidence they need for their future careers. He is also keen to find new ways to improve primary care for both patients and staff.

Outside of work, Dr McGrath enjoys spending time with his family, following his beloved Leicester sports teams, playing golf and tennis, and taking on the latest gardening or DIY project. His most recent achievement was laying his first patio, which he is pleased to report is still standing.

Originally from Leicester, Dr McGrath has called the South West home for more than 20 years and enjoys making the most of everything the area has to offer. When he isn't out in the garden, he can be found playing the guitar or spending time with his two cats.

Dr Will Kenny-Levick, GP Partner
Dr Will plays an important role in supporting both our patients and the wider practice team. While being a partner comes with many responsibilities, what he enjoys the most is spending time with patients and helping them navigate life's challenges.

Will has a particular passion for supporting adults with ADHD and providing compassionate, high-quality end-of-life care for both patients and their families. He is committed to making a positive difference to the people he cares for, ensuring they feel supported and understood throughout their care.

Outside of work, Will is a keen snowboarder, although he admits that his enthusiasm can sometimes exceed what his bank balance, and increasingly his body, would recommend!

One of his proudest recent achievements, however, took place away from the slopes: helping his children learn to swim while on holiday, which is an achievement he will always treasure.



Dr Will Kenny-Levick

Meet Our *Talents*



Dr Sau Tak Mak

Dr Sau Tak Mak MBBS Bsc (Hons)

"I am a GP Registrar currently working at Park Medical Practice until February 2027. I completed my undergraduate medical education at Imperial College London in 2023, during which I also obtained an honorary Bachelor of Science in Gastroenterology and Hepatology.

Following which, I worked as a foundation doctor in Hereford. Gaining experience in Gastroenterology, Stroke, General Medicine, Surgery, Urology, Head and Neck Surgery, Psychiatry, and Emergency Care.

This is my second year back in Somerset having previously studied near Sparkford and then Dorset. After a year at Yeovil District Hospital working in Medicine and Obstetrics and Gynaecology, I am now in the phase of my training where I will be working regularly in a general practice setting.

My developing passions in general practice include preventative medicine, management of acute illness, long term disease management, care of the elderly and end of life care. I have enjoyed my work at Park greatly thus far, and look forward to meeting many more of you during my residency here.

Outside of work, I am an avid pianist, and have recently developed an interest in photography, which I take time to practice in my travels abroad."

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