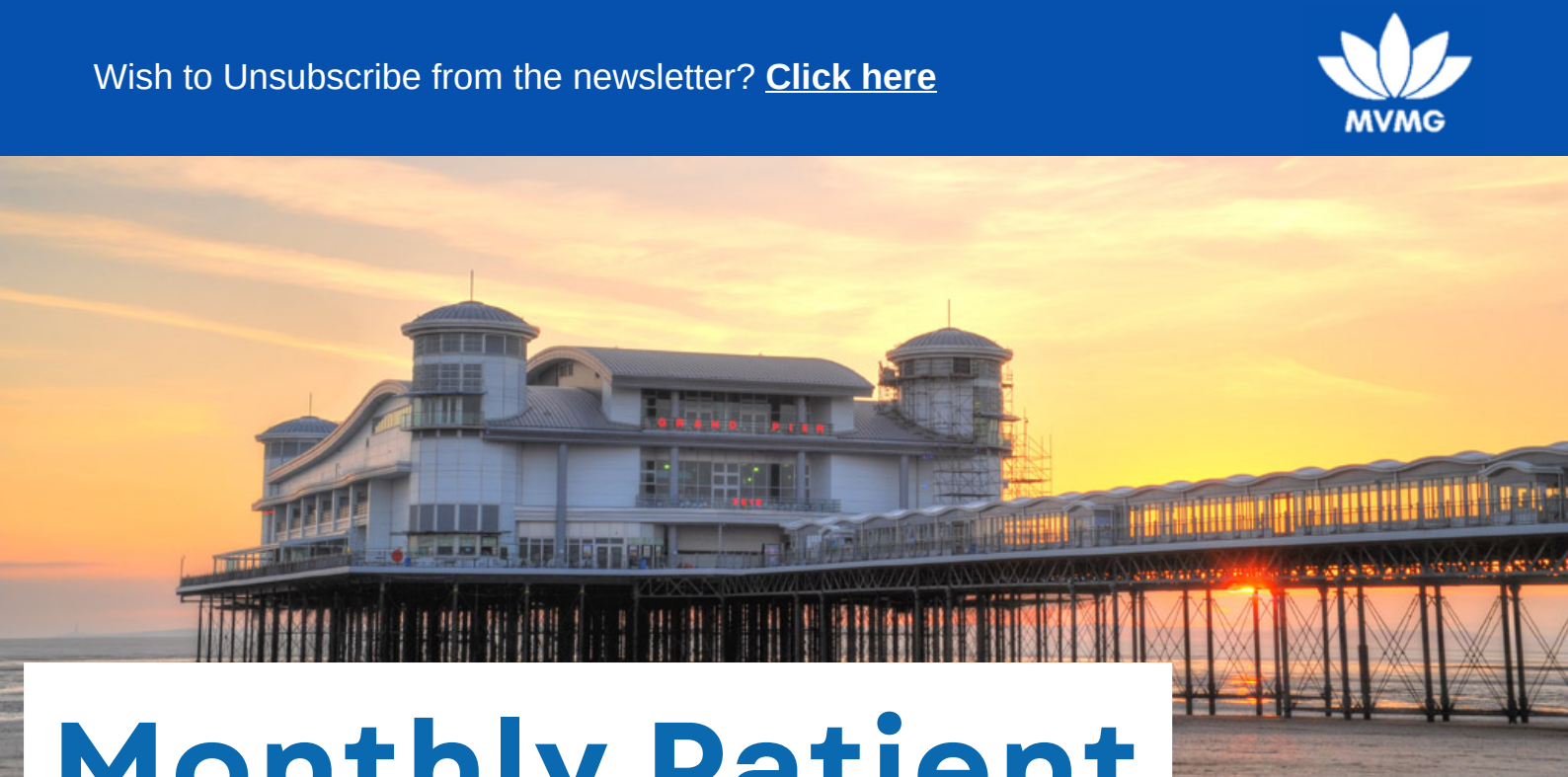


A wide-angle photograph of a large, ornate pier structure extending into the sea at sunset. The sky is a mix of orange, yellow, and blue, with the sun low on the horizon. The pier has multiple levels, including a large building with a sign that says 'GRAND PIER'.

Monthly Patient Newsletter

June 2026

Making sense of your Practice

Following the results of the Patient Feedback Survey conducted in October 2025, we identified that some patients find accessing care and navigating the different services available within the practice confusing and, at times, complicated. We understand that general practice has evolved significantly, with multiple ways to access support, advice, and appointments, and it is not always clear which option is most appropriate for individual needs.

To help improve understanding and ensure patients can access the right care at the right time, over the next few months our patient newsletter will cover a series of articles 'Making Sense of your Practice'. Each edition will focus on a specific area of care, providing information on how it works and how patients can make the most of the support available.

This month, we are focusing on Continuity of Care.

Upcoming topics will include:

- How to request an appointment and medical triage
- Test results and when follow up care is required

Read next months newsletter for the survey outcomes.

Top News

- » [Continuity of Care at Mendip Vale Medical Group](#)
- » [Alcohol Awareness: Looking after your health](#)
- » [VANS: Aging Well Forum on the 8th of July](#)
- » [Men's Mental Forum: Bench Support Plaques](#)
- » [Yatton Wellbeing Lifestyle Club](#)



Continuity of Care at Mendip Vale Medical Group

At Mendip Vale Medical Group, we are committed to providing continuity of care.

Continuity of care means building an ongoing relationship between you and your healthcare team. Seeing the same clinician regularly helps them understand your medical history, personal circumstances, and healthcare needs. This can lead to better communication, greater trust, and more personalised care.

As part of this approach, every patient is allocated a named GP. A named GP is the doctor who has overall responsibility for coordinating your care within the practice. This does not mean you will only be able to see that GP, but wherever possible, we will try to book routine appointments with them so that you can benefit from more consistent and personalised care.

Continuity of care is particularly important for patients receiving palliative care, those living with long-term health conditions, and patients with complex medical needs. Having a GP who is familiar with your history can help ensure that care is coordinated effectively, decisions are made with a full understanding of your circumstances, and support is provided in a way that best meets your individual needs.

Over recent months, we have reviewed our patient lists to ensure that everyone has a named GP, based at their local surgery. Where patients have been seeing a particular GP regularly, we have updated records where appropriate to reflect this. This has been a big project which is still undergoing to ensure all patients are allocated correctly.

If your named GP is unavailable due

to annual leave, sickness, or other commitments, a designated backup GP will provide cover for their patients. Each named GP is paired with a specific colleague who becomes familiar with their patient list and can help ensure continuity of care when they are away. This approach helps maintain consistency and allows patients to be seen by a GP who has a good understanding of their care needs and access to the relevant information required to support them.

If you prefer, you can choose to wait for your named GP to become available, although this may result in a longer wait for an appointment.

In some cases, a GP may not be the most appropriate clinician for your needs. You may therefore be



offered an appointment with another member of our multidisciplinary team, such as a First Contact Physiotherapist, Clinical Pharmacist, Mental Health Practitioner, or Advanced Practitioner. These clinicians have specialist skills and work closely with our GPs to provide the right care at the right time.

If you are unsure who your named GP is, please contact the practice or ask at reception, and a member of our team will be happy to help.

Continuity of care is associated with better patient experience, improved health outcomes and more personalised care. We remain committed to delivering coordinated care centred around your individual needs.

This information will be communicated to patients through a range of communication channels.

Still have questions about continuity of care?

Complete this survey and we will answer your questions in the next patient newsletter: [Continuity of Care – Fill in form](#)

Receive messages from your surgery in your NHS App, instead of by SMS text or letter

MORE SECURE AND MORE RELIABLE

Download the NHS App and turn on notifications





Alcohol Awareness: Looking after your health

Alcohol is enjoyed by many people, but drinking too much can affect both physical and mental health. Understanding the risks can help you make informed choices about your drinking. When you drink alcohol, it enters your bloodstream and affects your brain and body. In the short term, alcohol can make you feel relaxed or more confident, but it can also affect your judgment, coordination, and reaction times.

Some immediate effects of drinking alcohol include:

- Feeling relaxed or sleepy
- Reduced concentration
- Poor balance and coordination
- Slurred speech
- Headaches and dehydration
- Increased risk of accidents and injuries

Drinking large amounts in a short period can be dangerous and may lead to alcohol poisoning, which

requires urgent medical attention

The Long-Term Effects of Drinking Too Much Alcohol

Regularly drinking more alcohol than recommended can increase the risk of a number of health problems, including:

- Liver disease
- High blood pressure
- Heart problems
- Certain types of cancer
- Weight gain
- Poor sleep
- Anxiety and depression
- Alcohol dependence

These problems often develop gradually, which is why it is important to be aware of how much you drink.

Alcohol and Mental Wellbeing

Many people use alcohol to help them relax or cope with stress. However, alcohol can often make mental health problems worse

over time. Drinking heavily can increase feelings of anxiety, low mood, and stress, especially the day after drinking.

If you find yourself relying on alcohol to manage your emotions, it may be helpful to speak with a healthcare professional.

Drinking Within Recommended Guidelines

To reduce health risks, UK guidelines recommend that both men and women drink no more than 14 units of alcohol per week. It is best to spread this over several days and include some alcohol-free days each week.

Simple ways to cut down include:

- Choosing smaller drinks
- Alternating alcoholic drinks with water
- Avoiding drinking on an empty stomach
- Setting a limit before you start drinking
- Having regular alcohol-free days

When to Seek Help

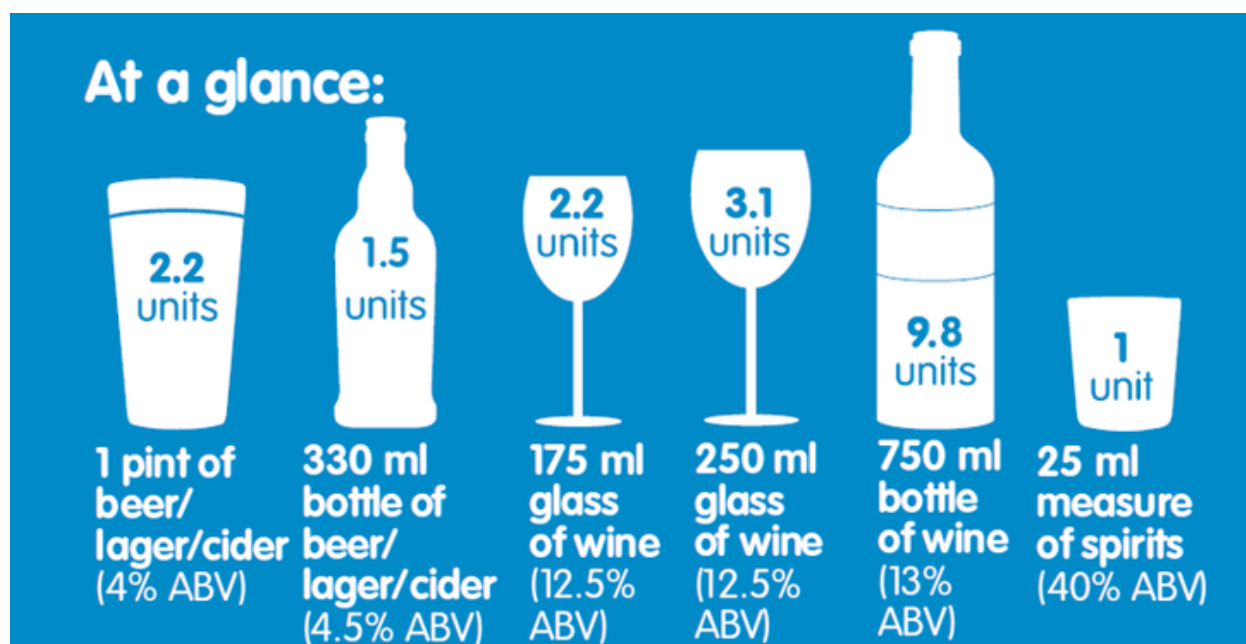
It may be time to seek support if:

- You find it difficult to cut down on drinking
- Alcohol is affecting your health, work, or relationships
- You regularly drink more than you intended
- Friends or family have expressed concerns about your drinking

Support is available, and asking for help is a positive step towards improving your health and wellbeing.

Understanding the risks and making informed choices can help you stay healthy and enjoy alcohol more safely. If you have any concerns about your drinking, speak to your GP, pharmacist, or a local alcohol support service for advice and support.

For more information of Alcohol consumption go to the NHS website: [Alcohol advice - NHS](#)



AGEING WELL FORUM

**Over 65? Come & meet new people
Share your ideas & experiences
Get your voice heard by decision-makers
Learn how we can all age better**



**Theme: HEALTH - YOUR EXPERIENCES
Weds 8th July 1-3pm 168 Medical,
168 Locking Road, WsM BS23 3HQ**

A friendly space for conversation, ideas and action. Together we welcome what helps people stay healthy, connected and supported as we get older - and we use your views to help shape local decisions.

**Everyone is welcome. Come along, have your say
and help make ageing better for us all.**

For more information contact Nicky on:

✉ ians@vansmail.org.uk 📞 01934 416486



**COMMUNITY
FUND**



Men's Mental Forum: Bench Support Plaques

Men's Health Week took place from 9–15 June and was led by the Men's Health Forum. The campaign highlights the importance of encouraging open conversations and improving access to physical and mental wellbeing support.

In Weston-Super-Mare, North Somerset Council installed mental health support plaques on benches in key locations, including along the seafront. The benches provide a quiet place for everyone to pause for a moment of calm, alongside clear information about where to find help if you need it.

By scanning the QR code or using the web link

<https://linktr.ee/NSSupportbench>

on the bench plaque, anyone can quickly access trusted support, including Samaritans and local

Men are often less likely to seek help with their physical and mental ill health, so initiatives like this aim to create simple, visible opportunities to connect people with the right support, in a way that suits the individual's needs.

North Somerset Council are on the lookout for more locations for mental health support benches across North Somerset – see comments for more details.

Find out more about the mental health support services available at <https://linktr.ee/NSSupportbench> If you're worried about someone else, please share this information with them.

If anyone is in immediate danger, please call 999.



Just **2%** of people in the UK donate blood - that's just under 800,000 people - but **over 5,000 donations** are needed every day.

There is currently a critical need for O negative donors - the universal blood type that can save lives in emergencies.

Check how you can give blood: <https://www.blood.co.uk/the-donation-process/>

Yatton Wellbeing Lifestyle Club

We're delighted to invite you to our Wellbeing Lifestyle Group, a welcoming space to move, connect, and learn practical ways to support your wellbeing, 11am at Yatton Methodist Church Hall. Free to join and refreshments provided. In July there will be two sessions. The next dates are:

Session starts at **11am at Yatton Methodist Hall**

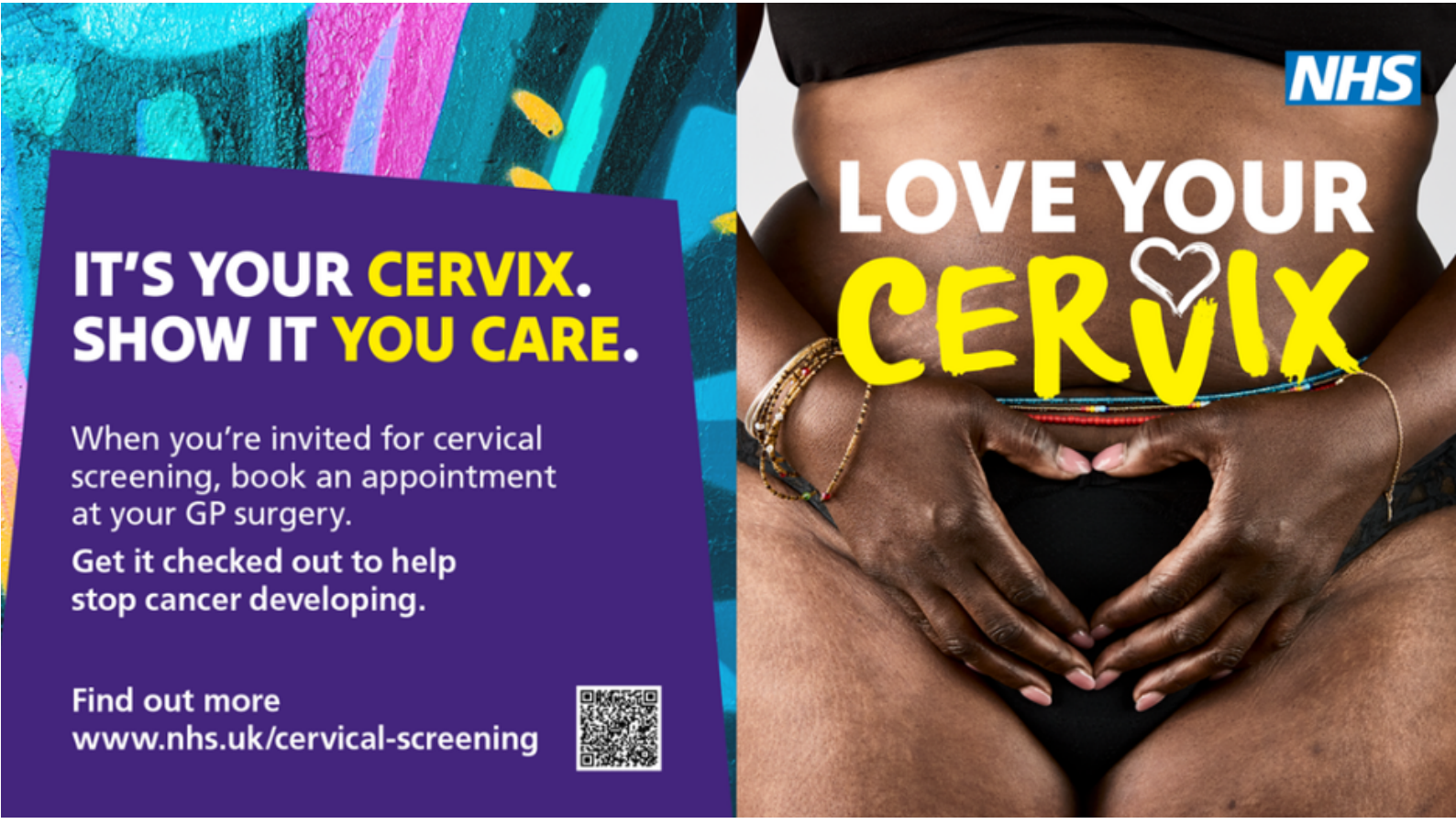


Thursday 2nd July 2026 - Healthy eating and exercise

Join Lucille from North Somerset Healthy Lifestyle team to learn about the key areas of wellbeing including healthy eating and exercise.

Thursday 30th July 2026 - Meet your Community Police team

This is a great opportunity to discuss any concerns you may have, ask questions about local policing, receive crime prevention advice, and find out more about the work being carried out within the community.

A large graphic for the NHS Cervical Screening Campaign. It features a woman's midsection with her hands clasped over her pubis. The text 'LOVE YOUR CERVIX' is written across her abdomen, with a heart symbol over the 'V'. The NHS logo is in the top right corner. On the left, a purple box contains the text 'IT'S YOUR CERVIX. SHOW IT YOU CARE.' and information about booking appointments. A QR code is at the bottom right of the purple box.

**IT'S YOUR CERVIX.
SHOW IT YOU CARE.**

When you're invited for cervical screening, book an appointment at your GP surgery.

Get it checked out to help stop cancer developing.

Find out more
www.nhs.uk/cervical-screening



Monthly Message from the Fraud Team at Avon and Somerset Police: Beware of phishing texts and emails

This month, Fraud Protect Officers from Avon and Somerset Police want to make people aware of phishing texts and emails.

Fraudsters can pretend to be anyone over text or email and they are often influenced by current affairs, such as government announcements and the cost-of-living crisis. Here are some text message examples below where we have removed the links, but these could also come through via email.

When the victim follows the link, they will be asked for personal details such as bank/card information and passwords. However, just clicking on the link alone can result in malicious spyware or viruses being downloaded onto the victim's device.

Unfortunately, there is often a secondary part to these phishing texts, which is particularly sophisticated. It is known as "transfer into a safe account" fraud. The victim, maybe even a few days later, might be contacted by a fraudster, purporting to be from their bank. The fraudster will know who they bank with, along with other personal details, from the information harvested from the phishing text.

They will claim that there has been fraud on their account and their funds are at risk, often referring to the phishing text. The victim, remembering the recent phishing text, is often convinced by the fraudster, feeling panicked by the thought of their funds being at risk. The fraudster explains that, to protect their funds, they need to transfer them into a "safe account". The bank details provided simply belong to the fraudster.

REMEMBER:

- Stop and think before responding to any email or text message
 - Don't click on links unless you can verify where they came from
 - Never provide information to anyone who contacts you out of the blue – take time to verify their credentials through a trusted source
 - Just because a text or email purports to be from a government agency or organisation doesn't mean it is . Forward scam text messages to 7726 (SPAM) and emails to report@phishing.gov.uk
 - If you are the victim of fraud contact Report Fraud
-

Smokefree North Somerset

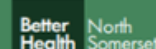
- face to face support
- telephone support
- video calls
- drop-ins
- groups



You are three times more likely to quit smoking with support from Smokefree North Somerset. We offer free, non-judgmental support to help you succeed, offering the most effective way of stopping for good.

Our advisors are trained experts in helping people to stop smoking.

- We provide free support via face to face 1:1 sessions, telephone support or groups.
- You can receive 12 weeks free nicotine replacement therapy (NRT) such as patches, lozenges and mouth spray to help reduce your withdrawal symptoms.
- We are a vape friendly service providing vape kits and 12 weeks' worth of e-liquids.
- We can support you to access prescription only medication from your GP.
- NRT sent to a local pharmacy for you to collect.



www.betterhealthns.co.uk/stop-smoking • 01275 546 744

32863 0623



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, or have something you would like to share, we'd love to hear from you.

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 to leave your feedback](#)