



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

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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

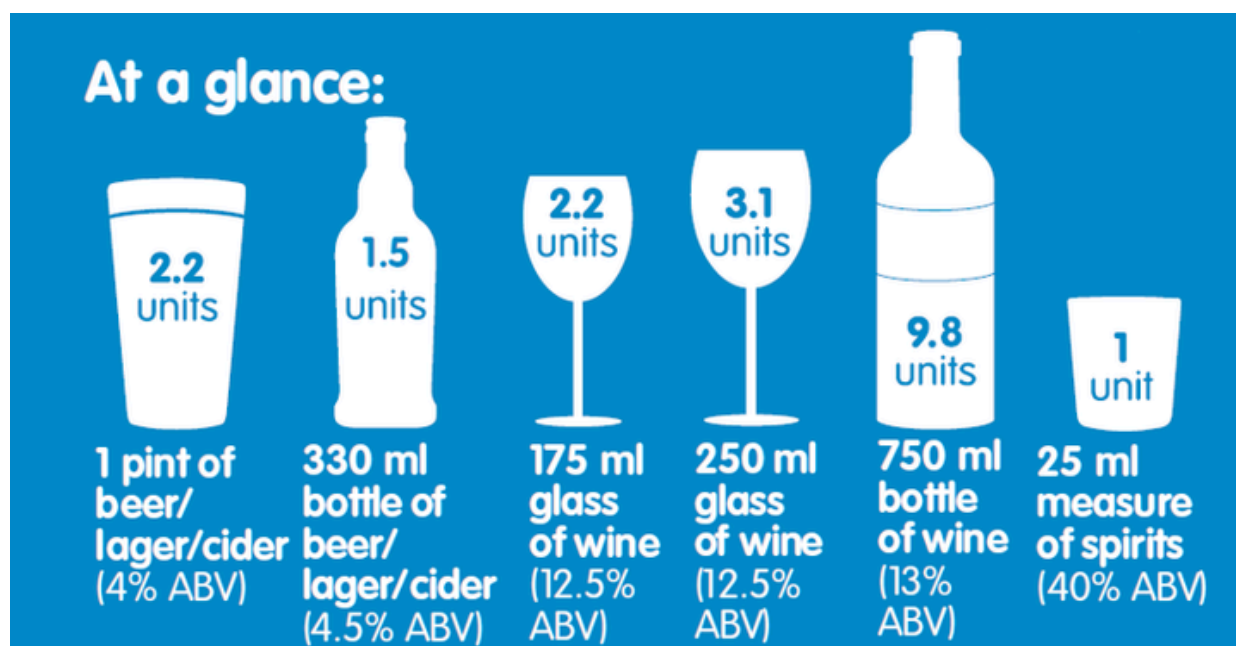
It may be time to seek support if:

- 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](#)





The Big Build update at Coniston Medical Practice

We are pleased to share an exciting update on the ongoing development work at Coniston.

Construction is now well underway, and the project has reached an important milestone with the foundations for the five new clinical rooms now successfully in place.

The new rooms will provide increased capacity for clinical services, helping us meet growing demand

and enhance the care we deliver to our community. As the build progresses over the coming months, we will continue to keep everyone updated on key developments and milestones.

Thank you to all patients for your patience and support while this important work is carried out. We look forward to sharing further progress as the project takes shape.



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/>

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:

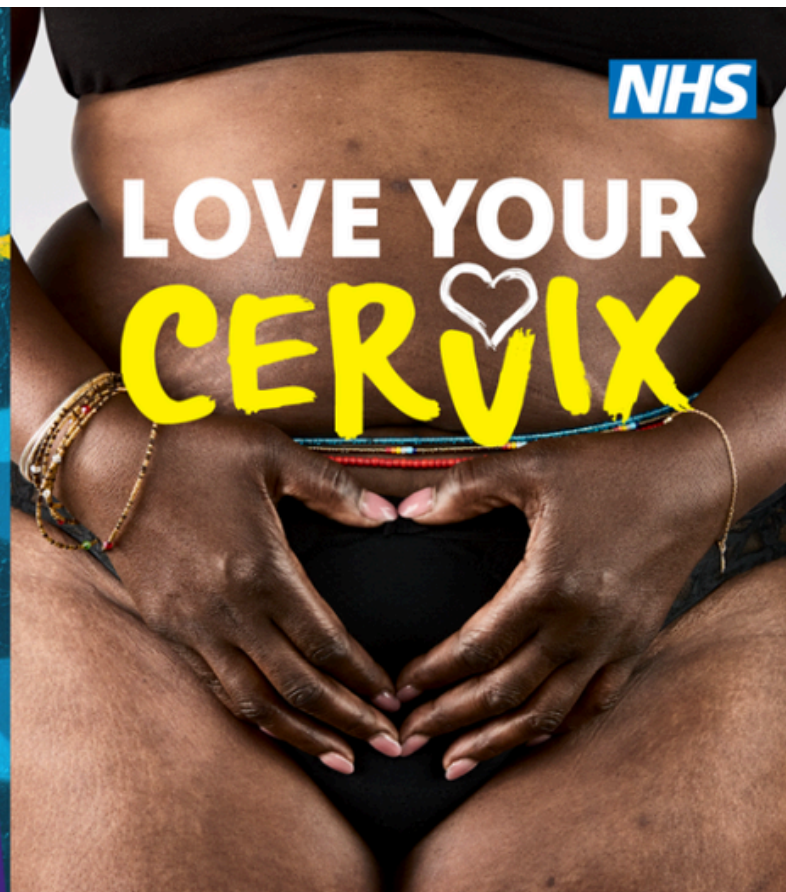
- Stop and think before responding to any email or text message
 - Don't click on links unless you can verify where they came from
 - Never provide information to anyone who contacts you out of the blue – take time to verify their credentials through a trusted source
 - Just because a text or email purports 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
-

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



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](#)
