



PATIENT NEWSLETTER

AUTUMN 2024

Thank you

Following the global IT systems crash on Friday July 19th, a big shout out goes to all our GPs, Nurses, Reception and Admin Staff, as well as everyone in the Prescription Hub. Thank you for your efforts to support patients in urgent need on Friday July 19th and the following week.

The IT crash affected the whole world including the NHS. Everyone at 168 pulled together to offer the best possible help, support and care to patients who needed it the most, all this whilst working under very difficult and stressful conditions. This ensured urgent and routine help was still available.

CQC

Following our inspection in May the CQC result is awaited and we will let you know as soon as the report arrives

Patients rate their GP surgeries in North Somerset

You may have seen in the Weston Mercury at the end of July that patients in North Somerset have been rating their GP practices. Of the 14 practices rated on topics such as making an appointment, access to online services and out of hours services, 168 Medical Group came third, scoring an impressive 87.3%.

Thank you to all our patients who took the time to take part and cast their ratings.

GPs in dispute with the Government

It has been widely reported in the media there is a continued dispute over GP NHS contracts. Following a vote by GPs through the British Medical Association, there was overwhelming support by GPs to work to their contracts.

168 Medical Group would like to make it clear that patients will be of paramount importance when deciding upon the level of action to be taken, but any action will ultimately have an impact upon the patients of 168 Medical Group

The following statement has been issued by 168 Medical Group and Pier Health Primary Care Network:

Protect Your Practice to Protect Patient Care

With 70% of eligible GP partners participating in a non-statutory ballot, an overwhelming 98.3% have voted in favour of taking collective action to save general practice.

Understandably, patients are concerned about the potential actions that Pier Health Practice might take.

GPs within Pier fully support this collective action, viewing it as a crucial opportunity to unite as a profession to safeguard sustainable NHS GP services for our patients. General practice has been in a critical state for many years, burdened by an ever-increasing workload. Over the years, GPs have seen significant changes, such as the expansion of their responsibilities to include chronic disease management, the shift towards a more complex and aging patient population, and the increased administrative demands associated with digital record-keeping and regulatory compliance. The situation reached a peak during the COVID-19 pandemic, when the unprecedented demand for healthcare led many retired GPs to return to work, providing much-needed support in a time of crisis. This response highlighted both the dedication of GPs and the unsustainable pressures they face.

Wes Streeting, our new Health Secretary, has acknowledged that the NHS is “broken”, with the new Labour government committed to addressing the issues. While they didn’t create the problems, they have pledged to honour the latest DDRB (Doctors’ and Dentists’ Review Body) recommendations and fund 1,000 new GPs starting from October 1st. However, this is far from sufficient to provide the necessary investment to transform and rejuvenate general practice.

The critical questions remain: what further actions will be taken, and when?

As a responsible opposition, the new government must have been planning for these challenges for months and should be ready to present concrete proposals. Within Pier, we are taking a “wait and see” approach, anticipating no significant changes until early September. If action becomes necessary, our aim will always be to minimize disruption to our patients while applying enough pressure on the system to prompt the government to agree on a new contract that ensures the safety and sustainability of GP practices for contractors, partners, and their patients

Notifications for patients who will have a new named GP

168 Medical Group has nearly completed the process of redistributing its patients more equally amongst all the GPs, due to sharing workload more equally and following retirement of some GPs. This could mean a change in your named GP but does not affect your ability to request to see a clinician of your choice on askmyGP. 168 Medical Group will do their best to meet the wishes of patients but cannot guarantee this will always happen, due to continuity of seeing their named GP.

Please refer to the website page “What’s New” for more information.

Covid and how to protect patients and staff if you have symptoms

With the covid Pandemic over and everyone’s lives either back to normal, or in the process of returning to normal, it is worth remembering that covid is still circulating within our community, even during the summer months.

If you have any symptoms of covid, please do not come to the surgery unless it is an absolute emergency. This will help prevent the spread of covid amongst staff, so that they can continue to help and treat patients in need and protect our most vulnerable patients too. If you have symptoms and require medical assistance or advice, please use askmyGP or telephone 01934 624242 explaining clearly that you may or do have covid.

For further advice visit the following website: <https://www.nhs.uk/conditions/covid-19/>

Bladder or bowel leakage

Are you living with bladder or bowel leakage? Or are you a parent or carer for someone who is?

Can you spare some time this year to share your experiences with people running local bladder and bowel services?

Then please email Rosie at rosie.mcgahan@bristol.ac.uk or call 01174554970

What to do if you think your askmyGP request is taking too long to receive a reply

Once your askmyGP request has been triaged you may receive a message advising that you will receive a response in no more than 2 weeks. If your condition worsens or you feel the response time has been too long please telephone the surgery and ask for your askmyGP request to be escalated.

What to do if askmyGP is off and you have an urgent medical need

Our telephone lines remain available during our opening hours of 8am-6.30pm, Monday to Friday.

If askmyGP has been turned off, patients can always ring 01934 624242 and speak to a member of staff directly if your need is urgent.

Once a call queue goes above 5 people waiting, there will be an option of “call-back”, which we encourage you to use and you will keep your place in the queue.

Batch Prescriptions also known as electronic repeat dispensing (eRD)

168 Medical Group is currently taking part in a pilot scheme where patients can have a prescription issued for a period up to 12 months. This is for those whose conditions are stable and your GP will determine if you are eligible. Your prescription is held at your nominated Pharmacy and dispensed at the usual frequency.

There is no need for patients to order any repeat prescriptions from the surgery until your Pharmacy advises you to do so.

This could save you time and that of our busy GPs. If we consider you suitable to be part of this pilot scheme, you will be notified by us directly.

Flu and covid vaccinations

As Autumn approaches, our 2024 vaccination programme will be swinging into action. As with past years, our most vulnerable patients will be prioritised. Those living in care homes will be the first to receive their vaccinations, followed in strict order by those in certain age groups and those patients with medical conditions that make them more vulnerable.

As in previous years there is one flu vaccine for the 65 and over and another for the under 65's. If you are eligible for both the flu and covid vaccinations then these can be given together but this programme will not begin until the covid vaccine is made available.

Pregnant women and children can attend clinics on 7th and 21st September.

All other eligible flu and covid patients can attend clinics during every Saturday in October.

The practice will be sending out invitations to those eligible and kindly ask, where possible, to use the self-booking link in the text message.

Feedback

If your experience with calling the practice is not to your satisfaction, then please raise your concern by emailing bnssg.168enquiries@nhs.net, stating the date and time of the call, because every call to 168 Medical Group is recorded.

That will enable the practice to investigate the concern and respond formally.

Equally, for any other feedback, including positive, please feel free to email bnssg.168enquiries@nhs.net.

Our Clinical Team

GPs

Dr Abbey Adams
Dr Namrata Agarwal
Dr Mohammed Alam
Dr Emily Boulton
Dr Ann Byrne
Dr Kate Fretwell
Dr Nicky Friend
Dr Kevin Haggerty
Dr Alice Hardie
Dr John Heather
Dr Vikram Jeyagopal
Dr Adam Massey
Dr Holly Paris
Dr Michelle Perera
Dr Juan Wadey
Dr Katie Wight

Nurses

Helen Anderson
Sarah Cowlin
Bev Hemmens
Fiona Hooper
Andi Mackenzie
Helen Robbins
Caroline Shawyer
Chelsea Snelgrove
Magda Staszkiwicz
Jackie Walters
Robert Miller
Katie Davis
Sally Davies
Zoe Carraud
Molly Mangan

HCA's

Emily Allsworth
Amie Pulsford
Tina Snelling
Suzanne Thorne
Claire Turner
Sharon Quigley

ANPs

Marion Snelling
Karen Jarratt
Kate Springell
Amanda Henriques

Mental Health Nurse

Adam Sloan

Pharmacists

Lisa Riddiough
Kirsty Millard

HCA: Health Care Assistant

ANP: Advanced Nurse Practitioner

How to contact us

Telephone	01934 624242 01934 628118
Email	bnssg.168enquiries@nhs.net
Website	www.168medical.co.uk
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