

SPRING 2025

Continued action by our GPs

It is with regret that our GPs' collective action continues, along with all surgeries within Pier Health and Bristol, North Somerset and South Gloucestershire. Our GPs have chosen to take action that minimises the impact on patients though.

At 168 Medical Group, we are supporting the action of "workload transfer":

- Up until now, when the hospital starts some type of investigation, like a test, we have been reviewing the results on their behalf but without being funded for the work.
- We will now start to send that work back to the hospital, so we are refusing the "workload transfer" to us.
- We will issue a letter to the hospital and the patient informing them both that it is the hospital's responsibility to follow up on a task they started.
- Each hospital has a "PALS" (patient liaison) department, which is there for patients to raise concerns with the hospital services.

Please be assured that our practice will remain open, and you should continue to contact us as you normally would. As always, our priority is making sure you have timely access to the right services depending on your health and care needs.

CQC Rating

168 Medical Group are pleased to announce that our CQC rating, following inspection last year has remained as 'Good'. This means our patients are receiving the same quality of care despite access being limited due to capacity and the challenges of patient demand.

askmyGP

Just before Christmas, AMGP was changed slightly in the way that you fill out your request; asking you to choose between an “urgent” or a “routine” request response time. The changes allow triaging to be easier and quicker for GPs to see, at a glance, the important and relevant information they will need.

AMGP still needs to be turned off when demand exceeds the capacity, and the winter months have been challenging, with high demand caused by increasing numbers of patients with flu, infections and the usual assortment of illnesses. Unfortunately, due to the resignations of two GPs, this capacity will be affected temporarily, whilst 168 work hard to fill the vacancies.

Parklands is one year old

On a brighter note, in January it was a year since the branch surgery at Parklands opened its doors to patients. All of our GPs work regularly at Parklands on a rotational basis. We have nurses holding clinics daily, and many patients chose to have the seasonal flu and covid vaccinations at Parklands, which eased the waiting times at Locking Road.

Since Parklands opened and with the Parklands estate continuing to grow our practice population increase month on month. We now have over 24000 patients.

Pharmacy on-site changed from Day Lewis to JHoots

The Pharmacy below our Locking Road site has changed to JHoots Pharmacy, which is a national chain. For those of our patients who receive their repeat medication from this Pharmacy, you will not need to do anything, as your medication will continue to be prescribed and distributed as before.

For any specific news on this please contact JHoots directly.

Change in Doctors

It is with sadness that the PPG have learned that Dr Agarwal and Dr Jeyagopal are leaving 168 Medical Group but we wish them well in their future careers.

168 Medical Group is actively recruiting GPs to replace them both, at which time their patient lists will be transferred.

We are pleased to confirm that Dr Murray and Dr Gadsby started working on Monday 17/3. Dr Murray will be taking over Dr Boulton's patient list and Dr Gadsby will be taking over most of Dr Jeyagopal's patient list.

During this period of transition, we have also agreed a 6-month temporary cover with Dr Pat.

We are actively recruiting for Dr Agarwal's replacement.

Patients are politely forewarned that there will be changes to named GPs for some patients. The Practice will notify all patients affected, when it happens.

Patient engagement with 10 Year Health Plan

The NHS would like to welcome you to join the 10-Year Health Plan discussion and the deadline for comments is Monday 14th April.

Find out more information on the 10-Year Health Plan webpage: <https://change.nhs.uk/en-GB/projects/your-priorities-for-change>

Rules on ear syringing at 168

Please note that 168 Medical Group does not offer routine ear syringing except in the following circumstance:

- It is requested by audiology or secondary care
- You wear hearing aids
- You have learning difficulties or dementia
- It is required by a clinician to assess or make a diagnosis

3 weekly bin collections

In April black bin collections in North Somerset will be changing to 3-weekly.

If you have a medical condition that means you produce extra waste or have young children in nappies you can apply for a larger size 240L black bin.

To do this please visit the North Somerset Council website for an application form for the larger bin if you feel you need one. Fill in the online application form with a 2-week waste diary and send to: recycling&waste@n-somerset.gov.uk

Parking at 168 Locking Road

It has been noted that some patients when arriving at 168 Medical, Locking Road are parking in places other than the designated car park at the rear. We would ask that patients are respectful of local residents when parking.

Please remember that the disabled bays at the side of Locking Road are for patients with disabilities and blue badge holders. Please can those patients able to walk to the surgery from the rear car park do so, as this leaves disabled parking spaces available for those who really need them

Improvements

Following feedback, 168 are installing longer emergency pull cords in both disabled toilets at Locking Road and have taken steps to make it easier for wheelchair transfers by moving bins in the toilets to another spot.

168 are also installing chair risers; one chair set being installed in each waiting room. This is to assist patients to rise from the waiting room chairs more easily at both Locking Road and Parklands.

Our Clinical Team

GPs

Dr Abbey Adams
Dr Namrata Agarwal
Dr Mohammed Alam
Dr Ann Byrne
Dr Kate Fretwell
Dr Nicky Friend
Dr Charlotte Gadsby
Dr Kevin Haggerty
Dr John Heather
Dr Adam Massey
Dr Alex Murray
Dr Holly Paris
Dr Michelle Perera
Dr Katie Wight

Nurses

Helen Anderson
Sarah Cowlin
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

Mental Health Support Worker

Debbie Astin

Pharmacists

Lisa Riddiough
Kirsty Millard

HCA: Health Care Assistant

ANP: Advanced Nurse Practitioner

How to contact us

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Email	bnssg.168enquiries@nhs.net
Website	www.168medical.co.uk
Address: 168 Medical Group 168 Locking Road BS23 3HQ Opening Hours: Mon-Fri: 08:00 – 18:30 Sat and Sun: Closed	
Address: 168 Medical Group 168 Parklands Medical Centre Anson Way BS24 7PR Opening Hours: Mon-Fri: 08:00 – 17:00 Sat and Sun: Closed	