



Lift Out of Order

Patients who visited 168 Locking Road between the end of September and the early part of October will have noticed our lift was out of action. Our apologies to anyone who was affected by this. Unfortunately, repairs took longer than expected due to delays in acquiring replacement parts.

Our thanks to everyone for their patience and understanding.

The PPG and 168 hope to work together to form an action plan so that if this happens again, impact on patients will be less.

Change of named GPs for patients

168 Medical has almost completed the reorganisation of named GPs for their patients. This has been necessary because some GPs lists contained a disproportionate number of patients whose medical needs are complex, compared to other GPs. To 'spread the load' more fairly patients may now find their named GP has changed. This does not affect patients asking for a specific GP when using askmyGP and 168 will always try their best to accommodate such wishes, although this cannot be guaranteed. Patients can enquire who their named GP is by using askmyGP,

asking at Reception, enquiring during an appointment or by phoning the surgery.

Collective Action by GPs

As patients will have seen in the Media, GPs are now taking action in their ongoing dispute with The Government over their contracts.

Whilst the GPs at 168 are taking action it is not currently as disruptive to patients as the drastic measures reported in the media. Our GPs are trying to make their feelings known to The Government with as little impact on patients as possible.

If you need our GPs please use askmyGP, they are still here for you.

Covid, Flu & RSV Vaccinations

Our flu vaccination clinics began in September and our covid vaccination clinics have been running every Saturday since the beginning of October. There are more clinics throughout November at both Locking Road and Parklands. If you have not yet booked and are eligible for either vaccination please book your appointment now.

The RSV vaccine helps to protect against Respiratory Syncytial Virus, a common virus that can be serious in babies and older adults and can lead to pneumonia or bronchiolitis, causing serious breathing problems.

Women who are 28 weeks pregnant and patients aged 75 on or after 1st September 2024 up to aged 79 years are eligible.

Clinics have been running and if you haven't had yours yet, please contact the surgery. Don't forget if you are aged over 65 you can have a pneumococcal vaccination too!

CQC Rating

168 Medical are proud to announce that they received maintained their "GOOD" rating from the CQC assessment in April 2024. The full report is available on the CQC website.

Parklands Defibrillator

168 are delighted to announce that a defibrillator has been installed outside of the building, not only offering reassurance for our patients, but also the local community. This has been made possible by Tom Farland running a Marathon for charity. Our thanks go to him for his efforts.

PPG Virtual Members

The PPG would like to apologise for any confusion caused regarding PPG virtual members. As a virtual member you can receive copies of the minutes from Full PPG Meetings in order to keep up to date with 168 Medical Group news, but only Full PPG members have access to recordings.

If you would like to become a virtual member then please contact the PPG using our email address: ppg168medical@outlook.com

Information about 168 Medical Group

For useful information please head over to the website www.168medicalgroup.co.uk.



Winter is coming

With the darker nights and colder temperatures, now is the time to think about staying warm.

The NHS advises that you keep your home at a comfortable temperature for you. This should be at least 18 degrees C. in the rooms you use most, such as bedrooms and living rooms.

This is particularly important if you have a health condition.

Check your heating and cooking appliances are safe and contact a Gas Safe registered engineer to make sure they are working properly.

You can find an engineer from the Gas Safe Register Website.

Make sure you are getting all the help you are entitled to. There are grants, benefits and advice available to make your home more efficient, improve your heating and help with bills.

To find out more visit GOV.UK or call the helpline 0800 444 202

And if you have neighbours who are elderly, in poor health or lonely please if you can, remember to check in with them, especially if the coming winter is a harsh one.



askmyGP changes

On Wednesday 30th October 168 Medical was pleased to announce a new era for askmyGP, which will benefit both patients and clinicians alike.

This means the way in which patients use askmyGP has changed.

When making a request, patients will now be asked to choose between “urgent” and “routine”.

- Consult a clinician – Urgent; response in 24 hours
- Consult a clinician – Routine; response in 2 to 5 days

For “**urgent**” requests, a clinician will view the request and send to the most appropriate clinician. This could be a GP, an Advanced Nurse Practitioner or a Nurse.

If you choose “Consult a clinician – **Routine**”; should be used if your request is important but you can wait 2 to 5 days for a response.

A clinician will review all requests and if some Urgent cases are deemed more routine, they will be reassigned. The clinician will also in some circumstances decide if patients should use other services such as MIU or A&E.

If a request is routine, patients will receive a message informing them that it will be viewed within 5 working days. If patients then need contact with their GP this will be scheduled for the next available slot, which could be a further week or two later.

It is expected that in most cases a patient’s named GP will respond to requests within a day or two, and given an appointment within 2-4 days if needed. However, during times of extreme use of askmyGP by patients this may be considerably longer.

If in the meantime your condition worsens you are advised to ring the surgery to explain any changes in your condition and to ask for your askmyGP request to be escalated.

Patients may wonder why this change has occurred. 168 Medical Group have regretted not being able to offer the level of service to its patients that they had previously been proud of delivering. Due to the way it previously operated, daily over capacity meant askmyGP was being turned off far too frequently. This caused phone lines and waiting times to be unacceptably long, caused frustration to patients needing urgent assistance and an unsustainable workload for 168’s G.P’s. By filtering out routine requests and answering these on a different day, the more urgent requests can be dealt with swiftly and effectively by the G’P’s here at 168 Medical, whose primary objective has, and always will be to offer patients the best quality of service that they can.

Clinical Staff Changes

It is with much sadness that we say farewell to Dr Alice Hardie and we thank her for all her hard work at 168 Medical Group.

We are delighted to welcome Dr Rebecca Aleeson to the practice. Dr Aleeson will be taking over Dr Hardie's patient list, so there should be little to no disruption for her patients.



Partners

Dr Mohammed Alam
Dr Kate Fretwell
Dr Nicky Friend
Dr Kevin Haggerty
Dr John Heather

Salaried GPs

Dr Rebecca Aleeson
Dr Abbey Adams
Dr Namrata Agarwal
Dr Emily Boulton
Dr Ann Byrne
Dr Vikram Jeyagopal
Dr Adam Massey
Dr Holly Paris
Dr Michelle Perera
Dr Katie Wight

ANPs

Marion Snelling
Karen Jarratt
Kate Springell
Amanda Henriques

Mental Health Nurse

Adam Sloan

Mental Health Support Workers

Bekkie Quan
Debbie Astin

Nurses

Helen Anderson
Sarah Cowlin
Bev Hemmens
Fiona Hooper
Andi Mackenzie
Helen Robbins
Caroline Shawyer
Chelsea Snelgrove
Magda Staszkievicz
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
Mhairi Hannah

Pharmacy Team

Lisa Riddiough
Kirsty Millard

How to contact 168 Medical



TELEPHONE

01934 684 848 **OR** 01934 628 118



EMAIL

bnssg.168enquiries@nhs.net



WEBSITE

www.168medical.co.uk



WHERE TO FIND US

Our practice operates over two sites, the main surgery at Locking Road and our branch surgery, Parklands. Your appointment may be at either site depending on availability of the health care professional that you need to see.

Thank you for helping us to grow and develop a better service for all our patients.

168 MEDICAL GROUP **LOCKING ROAD**



168 Medical Group
168 Locking Road
Weston-Super-Mare
BS23 3HQ

Opening Hours:
Mon-Fri: 08:00 – 18:30
Sat and Sun: Closed

168 MEDICAL GROUP **PARKLANDS**



168 Parklands Medical Centre
Anson Way
Weston-Super-Mare
BS24 7PR

Opening Hours:
Mon-Fri: 08:00 – 17:00
Sat and Sun: Closed