



Welcome

Welcome to 168 Medical Group and The Patient Participation Group (PPG) Summer Newsletter! It has been a very busy few months at the practice as staff and patients prepared for the changeover from Askmygp to Anima, our new online system for patients to contact the surgery, and The Friendship Café opened its doors on Tuesday mornings to patients.

Friendship Cafe

The Friendship Café at the Locking Road practice opens every Tuesday from 9.30-11am and is proving very popular with patients and volunteers alike. The practice, the PPG, Fiona and David (the practice volunteer leads) are all delighted with its popularity so far. Patients can enjoy a complementary drink, biscuit and chat with each other and the patient volunteers. Some patients are now regular visitors and volunteers come when not on the rota to enjoy the company too.

Volunteers are all patients at the practice and when on the rota come to help make drinks, mingle with visitors and have a natter. Even when not on the rota some of our volunteers still come and enjoy a morning 'putting the World to rights' with the visitors. It is this enthusiasm and participation, purely for the enjoyment of being in the company of others, which has helped the Café to be the success that is.

Any time you fancy the three C's, complementary coffee (or tea if you prefer), chatting and company then please follow the signs on the ground floor every Tuesday morning. You will be made to feel very welcome by all.

Please note that due to unforeseen circumstances the café will not be open on 14th July.

Exciting News!

Due to the success of the Friendship Café at Locking Road, it has been agreed that a second café is to open at Parklands in September. This will be from 0930 to 1100, every Thursday at 168 Parklands Medical Centre, starting from Thursday 17th September. As with our Locking Road café, it will be run entirely by our volunteers. If anyone wishes to volunteer, please contact collaborativepractice168@outlook.com. A welcome meeting for volunteers will be held at Thursday 3rd September and details of this will be sent to the volunteers.

Anima

As with any new system it takes time for those using it to become swift and confident, and there has been frustration and displeasure expressed by some patients. This has included patients telephoning the surgery instead of using Anima and its triage pathways to contact the surgery when unwell. This has meant an increase in telephone waiting times due to staff at the practice having to ask and then fill in the triage pathways in exactly the same way as patients completing Anima themselves.

An extra newsletter was sent to patients asking that Anima be completed online rather using the telephone system if at all possible, and this has reduced waiting times, so our thanks to everyone who is engaging with Anima.

There has also been some negative feedback to both the practice and the PPG. Di, the Chair of the Patient Participation Group, has responded to each patient on behalf of the PPG, and forwarded all correspondence to the practice.

The main complaints were the length of time it takes to complete an Anima request compared to the previous system, and the amount of information required.

As with any triage system lots of questions are asked to give health professionals as much information as possible in order to assist patients. Although the input from patients now takes considerably longer, patients are reporting that the time taken for the surgery to respond is quicker. This is because with all the extra information provided, such as previous diagnosis or treatment, resolutions can be accomplished faster than previously.

Anima is here to help patients and assist 168 Medical Group to offer speedy and effective assistance. Not only can patients send a request when unwell, but also contact Admin, book Nurse appointments, and contact the Pharmacy hub to name but a few.

Anima is the way forward for patients and staff, so please keep using Anima.

New Pharmacy

After months of closure, we are pleased to announce that the Pharmacy below the practice is once again open and under new management. Magna Pharmacy has been open for several weeks now and is building up a clientele.

Repairs to the main entrance window

As many will have noticed, the large front window at Locking Road was damaged some months ago. We are delighted to report that the window has now been replaced.

Hot Weather

It has been noticed that, due to outside temperatures increasing, the Locking Road building is becoming hotter. The practice is looking at ways to decrease the heat levels inside the building.

If you have visited Parklands recently you will have also noticed the high temperature within the building. The practice has contacted the Council about this and has installed three air conditioning units to help both patients and staff feel more comfortable.

The direct and indirect effects of hot weather

Increasing temperatures in excess of 25°C are associated with severe illness and excess heat-related deaths in vulnerable people. Higher temperatures can affect your health in different ways.

Direct effects	Indirect effects
- dehydration - heat cramps - heat rash - dizziness and fainting - heat exhaustion	- heart attacks - heatstroke - increased risk of lung illnesses and other diseases
	- Increased demand on healthcare services - Power outages, affecting homes and healthcare services - Wildfires, and by association smoke inhalation

UK Health Security Agency

HOT WEATHER

Hot weather is forecast in the South West

Look out for vulnerable family, friends and neighbours. Make sure they are aware of how they can keep cool and hydrated

The Spring Covid Campaign

The spring covid vaccination programme has ended and the practice is not actively inviting patients in for this campaign.

The next covid and flu vaccination programme will begin in October. This will protect our most vulnerable patients during the winter.

North Somerset Elderly Patients Forum.

Thank you to patients from our surgery who took the time to attend the Forum and share their suggestions, views, and experiences of being an older patient in North Somerset.

For any of our patients, including those who attended the Forum meeting, who wish to connect with the surgery about their own experiences, whether positive or negative, including views and suggestions you can do so by emailing the surgery using the email address below: bnssg.168enquiries@nhs.net as this enables the practice to investigate and respond.

Finally...

Finally, our best wishes to Dr. Gadsby, who has started her maternity leave and best wishes for the future are sent to Dr Massey who is sadly leaving us, in August, to work closer to home.

We are happy to announce that replacements have been identified and new GPs will be starting in August and September.

Partners

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

Nurses

Lead Nurse: Marion Snelling
Dep Lead Nurse: Jackie Walters

Salaried GPs

Dr Abbey Adams
Dr Rebecca Aleeson
Dr Matthew Askem
Dr Juliet Brown
Dr Charlotte Gadsby (mat)
Dr Jessica Haley
Dr Adam Massey
Dr Alex Murray
Dr Ogheneruemu Ogidigbo
Dr Holly Paris
Dr Michelle Perera
Dr Xavin Taylor
Dr Katy Wight

Helen Anderson
Zoe Carraud
Sarah Cowlin
Katie Davis
Sally Davis
Fiona Hooper
Molly Mangan (mat)
Helen Robbins
Caroline Shawyer
Chelsea Snelgrove
Magda Staszkievicz
Kim Thompson

ANPs

Marion Snelling
Kate Springell
Amanda Henriques
Robert Miller

HCA's

Lead HCA: Tina Snelling
Emily Allsworth
Mhairi Hannah
Danielle Padfield
Sharon Povey
Amie Pulsford
Claire Turner

Mental Health Nurse

Adam Sloan

Mental Health Support Workers

Ethan Heather
Debbie Astin

Pharmacy Team

Lisa Riddiough
Kirsty Millard (Mat)

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