168 MEDICAL GROUP NEWSLETTER

November 2026



Hello to all patients and welcome to our winter 2026 Newsletter

As the clocks have gone back one hour at the end of October and the nights draw in neighbours and friends may be grateful to have a visit or call just to check all is ok.

Winter can cause loneliness with dark nights and bad weather. For anyone over the age of 55 years who may be experiencing loneliness and isolation Age Uk run the Silver Line Helpline which offers friendship, conversation and support.

Call anytime for free at 0800 4 70 80 90

Our Friendship Cafés offer companionship and company with complementary drinks and biscuits for our patients. Join us at Locking Road every Tuesday 9.30-11.00 and Parklands every Thursday 9.30-11.00 where you will also receive a lovely welcome from PPG volunteers.

Anima

It has come to the Patient Participation Group's notice (PPG) that patients who prefer to book appointments in person at Reception can do so as stated in the NHS GP Contract.

However, 168 Medical Group actively encourage all patients who have online access or a telephone to use these methods instead, but for those who cannot, or those who prefer to do so at Reception this is an option offered.

For patients who are unaware of who their named GP is, they can enquire, either online by sending an Admin request via Anima, by telephone or in person at Reception.
Anima requesting can take a few minutes.

The Surgery would like to thank patients for their patience when completing online requests. We have been using this system for 6 months and recognise it takes longer than previously to submit a request. However, the additional information provided means that our teams are much better informed and can make decisions quicker.

When using Anima, once the request has been completed, patients are invited to leave "Friends and Family" feedback. It has come to the PPG's notice that some patients are reluctant to leave feedback because of concerns that if leaving negative feedback, it could reflect badly on them and show up on their medical records at 168 Medical Group.
The PPG have been assured by the practice that all Anima feedback, whether positive or negative, is totally anonymous so cannot be linked to individual patients or their records.
168 Medical Group welcome all feedback as it helps them appreciate the issues patients have with Anima and may help to provide a better service to patients.

Covid & Flu

With Covid and Flu season underway patients can still book their vaccinations, if eligible, at both Parklands and Locking Road. This can be done using one of the three methods of contacting the Surgery: Anima online request, telephone or in person at reception.

Movember

168 Medical Group are promoting "Movember" focussing on Men's Health. Our Mental Health men are growing taches for the cause - and you'll notice our receptionists sporting fetching stick on moustaches to help promote the charity! We encourage patients to donate, where possible, using the QR codes displayed in the Surgery.

DNA (Did Not Attend)

It affects the Surgery when patients do not attend their appointment, without cancelling. The average appointment length at the practice is 15 minutes. This means that the 478 appointments missed in October equated to over 120 hours of lost clinical time. There is a full article about this on the 168 Medical website.

Patients wishing to see a GP but given appointment with a different clinician.

168 Medical Group understands that it can be frustrating to ask to see a GP and be directed to a pharmacist or physiotherapist instead. We are making the best use of the resources available to us and following government guidance to involve other qualified clinicians, rather than relying solely on GPs. These clinicians are fully qualified in their own fields and, where appropriate, can often provide the care you need sooner, rather than waiting longer for a GP appointment.

Leavers

Dr Aleeson has sadly left 168 Medical Group and both the practice and the PPG wish her well in her future career.

Upcoming dates

168 Medical Group will be closed for Christmas and New Year on the public holidays: 25th and 28th December and 1st January.

168 Parklands Medical Centre will be closed on 24th December and the Locking Road Practice will remain open that day

The first two weeks of January are usually some of the busiest and the Surgery has asked that any routine requests, that can wait a few days, are not submitted between Monday 4th January and Wednesday 6th January, if at all possible.

If patients need medical assistance over the festive period 111 will be available for advice and help, or if a medical emergency the 999 service.

Everyone at the practice and the PPG would like to wish you all a very happy Christmas and a healthy and peaceful New Year.

How to contact 168 Medical

TELEPHONE
01934 684 848 **OR** 01934 628 118

EMAIL
bnssg.168enquiries@nhs.net

WEBSITE
www.168medical.co.uk

Partners

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

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

Nurses

Lead Nurse: Marion Snelling
Dep Lead Nurse: Jackie Walters

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

ANPs Marion Snelling Kate Springell Amanda Henriques Robert Miller	**HCAs** 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)

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** **PARKLANDS**
	
168 Medical Group 168 Locking Road Weston-Super-Mare BS23 3HQ	168 Parklands Medical Centre Anson Way Weston-Super-Mare BS24 7PR
Opening Hours: Mon-Fri: 08:00 – 18:30 Sat and Sun: Closed	Opening Hours: Mon-Fri: 08:00 – 17:00 Sat and Sun: Closed