

AUTUMN 2025

Cooling measures

For the Parklands Medical Centre, the Practice is pleased to announce the purchase and use of three new air conditioning units and installation of heat reflecting film. The Practice is also in conversation with the Council to install external shading.

For the Locking Road Surgery, the Practice has installed black out film on all South facing clinical rooms, which has also reduced the heat levels inside the building.

It is hoped these extra installations will help patients and staff to feel more comfortable during any heatwaves which occur now regularly during the summer months.

Two branches

We are fortunate to have two of the newest GP Surgeries in the area and therefore use them equally.

When it is decided that a patient needs an appointment, the Practice will offer the first available appointment, at either Locking Road or Parklands Medical Centre, depending on where the most appropriate clinician is working from and the clinical urgency of the request.

The Practice recognises that might sometimes mean having to travel further than usual for your appointment, e.g. if you live closer to Parklands Medical Centre but are asked to attend an appointment on Locking Road, and the Practice thanks all patients for their co-operation in attending both branches.

Vaccination clinics; covid and flu

Every Saturday during October 168 Medical Group will be holding Flu and Covid vaccination Clinics for patients who are eligible to receive them.

Criteria is still strict and patients who are eligible will be invited by text message (or letter for those patients who do not have access to a smart phone or computer).

Both Locking Road and Parklands Surgeries will be vaccination sites for the convenience of patients.

Appointment Text Reminders

The PPG have noted that some patients can arrive at the wrong surgery for their scheduled appointments.

When a text reminder is received, please read thoroughly, as the location is always within the message.

If patients arrive at the incorrect surgery 168 Medical Group will always try to accommodate patients at the correct location, but this cannot always be guaranteed and patients may need to have their appointments rescheduled for another day.

Jhoots pharmacy

Unfortunately, patients are still experiencing issues with prescriptions not being dispensed by Jhoots.

The PPG are concerned about the impact and inconvenience caused to patients. The Patient Participation Group at 168 Medical Group continue to advise that if patients are experiencing difficulties, then other Pharmacies within Weston and the surrounding villages may offer a more reliable service.

Nominating a new Pharmacy can be done easily using the NHS App, Patient Access or by filling in a form at Reception.

Ambient listening tools

GPs, Nurses and Physiotherapists within 168 Medical Group are now able to use an “ambient listening tool” that listens to the conversation and assists the clinician in producing suggested notes at the end of a consultation.

Clinicians will always ask the patients permission to use the system before beginning a consultation.

By using this tool, clinicians are able to fully engage with patients rather than typing notes during the consultation, which improves and enhances patient interactions.

Patients can decline to have the system used during a consultation though, if they so wish.

The current system being trialled is called “Heidi” but there are other systems available, and the Practice may choose a different solution in the future.

Volunteers and “Collaborative Practice”

168 Medical Group and the PPG are excited by the prospect of collaborating with the Citizen’s Advice Bureau (CAB) on a future project to hold a weekly **friendship café** at the practice to offer companionship and company with complementary drinks and cakes.

Although in the very early stages everyone agrees that volunteers are key to the project’s success. You may just be the person to either take an active role in leading / organising or you might be able to volunteer some time to help your community:

- If you are experienced in **management, facilitation or leadership**, and can volunteer time to this project please contact bnssg.168management@nhs.net with:
 - your name, email address, telephone number, an explanation of your experience that might be relevant to this and an email heading / subject of “friendship café”
 - You may be just the person we are seeking to help lead the project forward.
- If you can volunteer **company** and **companionship** at the Friendship café, 168 Medical Group and the PPG would be delighted to add your contact details to our Volunteers’ list.
 - Please contact bnssg.168management@nhs.net with:
 - your name, email address, telephone number and an email heading / subject of “friendship café”

The PPG, 168 Medical Group, the CAB and the Social Prescribing team are all very excited about this opportunity to work closer with our community and our patients.

Staff changes

The PPG have been concerned about continuity of care for patients of 168 Medical Group due to the departure for various reasons of five GPs this year.

The PPG are pleased that 168 Medical Group are working hard to fill the gap that the loss of these GPs has caused.

In the mean-time, patients can be reassured that in the short term 168 Medical Group GPs are ensuring that urgent requests are still being dealt with swiftly, even if patients have no named GP at the present time.

Once the GP vacancies have been filled, all patients who were allocated a GP who has left the practice, will be reallocated a named GP to ensure continuity of care will continue in the long term.

168 Medical Group's carbon footprint:

Patients may have noticed that during the summer solar panels were fitted to the Locking Road site.

These will help to lower the carbon footprint of the practice further, as solar panels have been fitted to the Parklands site since its construction.

There have already been days where so much electricity was produced for the surgeries, that electricity was sent back to the community and the grid.

Parking and Litter

Both the PPG and 168 Medical Group would appreciate it if patients would park respectfully when visiting the Locking Road practice. Our neighbours are very tolerant of patients needing to park close to the surgery, but using the designated car park at the rear of the building would be appreciated by everyone.

It would also be appreciated if patients could take their litter home with them, or use the bins located within the practices. A cleaner entrance and interior is much more welcoming to patients and more hygienic for those visiting and working at both practices.

Our Clinical Team

GPs

Dr Abbey Adams
Dr Mohammed Alam
Dr Rebecca Aleeson
Dr Kate Fretwell
Dr Nicky Friend
Dr Charlotte Gadsby
Dr Jessica Haley
Dr John Heather
Dr Adam Massey
Dr Alex Murray
Dr Emmanuel Nwaokobia
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
Kim Thompson

HCA's

Emily Allsworth
Amie Pulsford
Tina Snelling
Suzanne Thorne
Claire Turner
Mhairi Hannah

ANPs

Marion Snelling
Kate Springell
Amanda Henriques

Mental Health Nurse

Adam Sloan

Mental Health Support Worker

(vacant)

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
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	