

DECEMBER 2025

Help Us Keep Everyone Healthy

As we move through the colder months, we kindly ask that any patients experiencing flu-like symptoms (such as cough, sore throat, fever, or congestion) to **wear a face mask when visiting** the practice. This small step helps protect our more vulnerable patients and our staff, reducing the spread of seasonal illnesses.

Masks are available at reception if you need one — thank you for helping us keep our community safe and well.

Submitting an “urgent” request

askmyGP opening times have changed in line with the Government’s guidelines so it is now open from 08:00 to 18:30 Monday to Friday for routine requests, nurse and blood appointments and admin enquiries.

For **urgent requests** patients can use askmyGP from **08:00 to 16:00 Monday to Friday**.

Between **16:00 to 18:30 Monday to Friday**, patients **must telephone the surgery if the request is urgent**. This is imperative because the “routine” inbox is not monitored frequently enough to answer urgent requests.

If a patient submits an “**urgent**” askmyGP request using the “**routine**” option online and after 16:00, there is **considerable risk** that it **will not be reviewed** until the following day or two.

After 18:30 Monday to Friday, the surgery is closed and patients should use the 111 service until the surgery reopens the next working day at 08:00.

askmyGP Opening Times



**Monday to Friday,
08:00 – 16:00**

Use askmyGP online
for urgent requests



**Monday to Friday,
16:00 – 18:30**

Please call the surgery
for any urgent requests

Routine requests, nurse or blood
appointments, and admin enquiries
remain available via askmyGP
from 08:00 – 18:30

Friendship Café

The PPG and 168 Medical Group are excited that so many patients were willing to express interest in the “**Collaborative Practice**” project.

This could be in the form of either volunteering their companionship and time to our patients who could benefit from the café, or a Leadership role within the Collaborative Practice project.

The PPG and the Practice are genuinely delighted at the response, so our thanks to everyone who has emailed so far, but if you haven't and would like further information, please email bnssg.168management@nhs.net

For those who have already expressed an interest, please be patient, you will be contacted as the project moves forward.

GP recruitment

This year has been challenging with GPs leaving the surgery, e.g. retiring, leaving for the warmer climate of medical practice in Australia, as well as other reasons.

This has meant that some of our patients have had no named GP for some time. Both 168 Medical Group and the PPG are very pleased that in the New Year every patient affected by these departures will have a new named GP.

Named GP changes:

- Dr. Taylor has taken over most of Dr. Haggerty's patient list.
- Dr. Emmanuel has taken over Dr. Boulton's patient list.
- Dr. Ogidigbo (Ruemu) has taken over Dr. Byrne's patient list.
- Dr. Askem has been training with us over the last 18 months and will qualify in December, when he will take over Dr. Jeyagopal's patient list.

The practice and patients look towards 2026 when there will be a return to the continuity of care for all patients that 168 Medical Group have always prided themselves upon.

If any patient is unsure of who is their named GP you can ask at reception or send an enquiry to the email address bnssg.168enquiries@nhs.net.

Vaccination clinics

Thank you to all the staff who worked on Saturdays to administer and carry out duties at our vaccination clinics in October.

This year, some patients were left confused and frustrated by the Government's changes to the criteria surrounding eligibility for the covid vaccination. This was unfortunately beyond the control of 168 Medical Group who have to comply with the decisions made by the Department of Health.

It is hoped that next year these decisions will be made by the Government earlier and that there will be more clarity for patients prior to their vaccination appointments, thus avoiding disappointment and anxiety on the day.

Healthwatch survey

Healthwatch is the independent champion for people who use health and social care services in England.

As part of Healthwatch's commitment to communities in North Somerset, they have identified a need to look at additional services within GP surgeries and if any changes have had an impact on the local community.

They have developed a survey for residents of North Somerset to complete and asked for this to be circulated to as many residents, groups and organisations to get the best possible results.

Here is the link to the survey if you want to take part:

<https://www.smartsurvey.co.uk/s/GPSurveyNS>

Christmas dates for your diary

Over the Christmas and New Year period, please note our closing dates:

- Thursday 25th, Christmas Day: Closed
- Friday 26th, Boxing Day: Closed
- Thursday 1st, New Year's Day: Closed

Reminder: When the practice is closed, please telephone 111 if your need is urgent, and if life threatening, please ring 999.

The PPG and 168 Medical Group would like to wish you all a very Happy Christmas, and we all wish you a healthy 2026, but if you need us we will be here for you.

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 Ogheneruemu Ogidigbo
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

Millie-Lou Baker

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	