

## JANUARY 2026

### Welcome to 2026

We hope you had a wonderful festive season.

The PPG and 168 Medical Group wish you a happy and healthy year ahead and we're here for you whenever you need us.



### Friendship Café

The practice and the PPG are delighted with the progress made so far in the organisation phase of the café. There has been an unprecedented level of interest expressed by patients willing to offer their time on a voluntary basis to help at the café, and an information event is planned for 13th January for everyone who has expressed an interest.

If you haven't yet registered but are interested in finding out more about volunteering at the café, then please email [bnssg.168management@nhs.net](mailto:bnssg.168management@nhs.net).

We plan to hold the Friendship Café every Tuesday morning at the Locking Road site from 9.30-11am. Due to the size of the room, patients will be invited to the café to ensure that the venue is not overwhelmed.

It is hoped that by opening weekly more groups of patients can benefit from the four 'C's; company, chatting, coffee (or tea for those who prefer), and cakes.

If you receive an invite, please come along and enjoy yourselves.

To our invaluable volunteers, thank you so much for your support.

## **Urgent requests**

From the 1<sup>st</sup> October 2025 all surgeries have had to keep their online service open from 08.00-18.30 each day for routine requests. However, urgent requests can still be turned off when capacity is met and staff wellbeing is at risk.

168 Medical Group's online service is askmyGP. When it is turned off for urgent requests, there is no more on-the-day capacity available. At this point, patients are asked to seek other services for urgent attention, e.g. A&E, Minor Injuries Unit in Clevedon or Pharmacy.

Patients MUST NOT use the routine request form for urgent medical requests, as these may not be responded to for several days.

Please use the correct method to ensure you get the help when you need it most.

Since the implementation of online services being open from 08.00-18.30 there has been a 30% increase in patient requests being made, but there are no more appointments available. This has meant that "routine" face to face appointments with a GP have seen waiting lists doubled to three or more weeks.

As more requests are being made each day, the telephone waiting time has also increased significantly.

The practice asks for your patience regarding these waiting times and would like to point out it is not the staff's fault.

Everyone is working hard to accommodate these new rules.

## **Change coming to askmyGP and online access tool**

After many successful years of using askmyGP, the decision has been made to look at an alternative online service. Once identified, patients will be made aware and much more communication issued, to ensure patients are well-informed, before, during and after implementation.

## **GP recruitment**

This year has been challenging with GPs leaving the surgery but the PPG is pleased to confirm that this settled and the only change is the addition of Dr Brown:

Dr Juliet Brown has joined the team at 168 Medical Group, working on Mondays only, and the PPG would like to welcome her to the practice.

## **The Pharmacy at the Locking Road site**

As any patient visiting the Locking Road site will have seen, the existing Pharmacy has been closed for some time, causing inconvenience and frustration to patients. 168 Medical Group are working tirelessly to welcome a replacement Pharmacy to the premises. It is hoped that when a new Pharmacy takes over residence that patients find it more convenient to use than travelling to other Pharmacies, as is happening at the present time.

## **Vaccinations**

168 Medical Group were concerned that the uptake of the flu and covid vaccinations was less at the practice this year than previously.

The PPG have suggested that the convenience of being able to walk into a Pharmacy without an appointment, compared to only Saturday's and set appointment times with the practice may have been a governing factor.

The practice is going to review the vaccination programme in the next few weeks and is considering issuing a survey to patients.

## **Monthly repeat prescriptions**

For all patients who receive monthly repeat prescriptions it can be very frustrating when not all medications required can be ordered together.

Having heard about an initiative within some Pier Health practices 168 Medical Group is considering implementing medication realignment forms. These would allow patients to ask the Pharmacy and Medications Team at 168 Medical Group to align all repeat medications for individuals to be ordered at the same time each month. Although no decision has been taken regarding this yet, the PPG consider it to be an excellent idea.

## Our Clinical Team

### **GPs**

Dr Abbey Adams  
Dr Mohammed Alam  
Dr Rebecca Aleeson  
Dr Juliet Brown  
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 Staszkiewicz  
Jackie Walters  
Robert Miller  
Katie Davis  
Sally Davies  
Zoe Carraud  
Molly Mangan  
Kim Thompson

### **ANPs**

Marion Snelling  
Kate Springell  
Amanda Henriques

### **Mental Health Nurse**

Adam Sloan

### **Mental Health Support Worker**

Millie-Lou Baker

### **Pharmacists**

Lisa Riddiough  
Kirsty Millard

### **First Contact Physio**

Belinda Paetzold

### **HCAs**

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

HCA: Health Care Assistant

ANP: Advanced Nurse Practitioner

## How to contact us

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Website	<a href="http://www.168medical.co.uk">www.168medical.co.uk</a>
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	