

MARCH 2026

askmyGP is changing to a newer, better system

For some time now, 168 Medical Group and patients alike have been dissatisfied with askmyGP. The Partners and Practice Manager have been busy searching for a high-quality online replacement service and are pleased to announce that a new system for patients to contact the surgery will be introduced.

We are going live with the new system on Wednesday 29th April.

It is called Anima and it uses clinical pathways and an algorithm to analyse answers to questions and determine the urgency of requests. Although this may take patients a little longer to complete, the overall benefit will be that more appointments should be available because the new system helps GPs prioritise requests more quickly using a Red/Amber/Green system. It will also give the GP a better understanding of a patient's needs prior to an appointment, as the triage questions are more detailed than those in askmyGP.

Please do not worry about this change. The surgery will keep all patients updated on how to use it, through the website: [Anima triage and patient request system](#). This page has information about the change, an FAQ and links to videos.

The Patient Participation Group (PPG) and everyone at 168 Medical Group are aware that change can cause anxiety, but this change is intended to benefit everyone.

The PPG and the practice want to ensure a smooth, stress-free transition for patients.

Are you frustrated by long waits for appointments?

The PPG has been concerned about the number of missed appointments each month and the impact this has on waiting times.

If you have had to wait several weeks for an appointment, this may be one of the reasons why. Sadly, not all patients cancel appointments that are no longer needed.

In February, 431 patients failed to attend pre-booked appointments. This means appointment slots are wasted and other patients have to wait longer for appointments that could have been available if cancelled in time.

Appointments can be cancelled easily by telephone or at reception. By doing so, another patient can be seen more quickly. Please cancel unwanted appointments and allow someone else the opportunity to be seen by 168 Medical Group's clinical team.

Have you ever felt uncomfortable because of another patient's behaviour or actions?

It has come to the PPG's attention that every few weeks an emergency alarm is activated by a member of staff. While these alarms provide reassurance to staff, they are unfortunately sometimes necessary.

Although the majority of patients are respectful, some patients may be distressed, very unwell, loud or occasionally aggressive due to health conditions. These patients deserve and require the same empathy, consideration and treatment as all others.

However, no patient visiting the Locking Road or Parklands sites should ever feel uneasy, uncomfortable or fearful because of the behaviour of others in public areas such as waiting rooms or corridors.

If such behaviour or distress is witnessed, staff are always available to assist. Please report any incident immediately to Reception so that staff can offer support and de-escalate the situation. No one should feel uncomfortable when visiting the practice.

The Pharmacy at Locking Road

Patients visiting the Locking Road practice will be aware that the Pharmacy has been closed for some time. 168 Medical Group is working hard to install a replacement Pharmacy.

This situation is ongoing, but it is hoped it will be resolved as quickly as possible for the benefit of patients who have had to find alternative pharmacies in the meantime.

Physiotherapy appointments at 168 Medical Group

The practice is delighted to announce that from April/May a physiotherapist will be available daily for patient consultations. All appointments will be face-to-face, providing an improved quality of service

Work carried out at Locking Road Reception

Following feedback regarding difficulty in communication between Reception staff and patients at Locking Road, the screens have been adjusted to allow improved sound transmission.

It is hoped this will benefit both patients and staff. If you have any feedback on its effectiveness, please let Reception know.

askmyGP and urgent on-the-day appointments

The PPG has been concerned that on-the-day requests are regularly closed once urgent appointments are fully booked, meaning some patients who require urgent assessment may feel they have no option but to attend A&E or Clevedon Minor Injuries Unit.

At a recent meeting, the PPG unanimously requested that the Partners revisit this policy to ensure that, once urgent requests on askmyGP are closed, patients can still telephone the surgery to be triaged and seen on the day if clinically necessary.

The PPG is pleased to confirm that once urgent requests on askmyGP are turned off, patients can still telephone the surgery and their request will be triaged accordingly.

Have you heard about Medication Synchronisation?

The PPG has been in discussion with the practice regarding medication synchronisation. This is when repeat medications needed each month can be aligned so that all repeat medication for chronic conditions can be ordered together in one batch, rather than patients having to remember to order several times per month.

By requesting medication synchronisation, the Medications Team can prescribe adjusted quantities of different medications so that they can be reordered together thereafter. This saves time and reduces confusion for patients and means the Medications Team deals with requests once a month rather than on multiple occasions.

If you would like your medications to be aligned, please use the form available from Reception or send an askmyGP request. You will need to state the names of the medications, how many items are required and how many tablets/capsules you currently have, so that the Medications Team can synchronise them for you.

What to do if you are unhappy with the service provided or wish to make a complaint

168 Medical Group strives to provide the highest quality service to patients. However, there may be occasions when patients feel unhappy or wish to make a complaint.

The PPG strongly advises anyone with a concern, complaint or indeed praise to contact the surgery via email at: bnssg.168enquiries@nhs.net

Please provide a detailed description so that 168 Medical Group can investigate thoroughly and respond directly.

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 Dan Ogidigben
Dr Ruemu 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

Pharmacists

Lisa Riddiough
Kirsty Millard


First Contact Physio

Belinda Paetzold

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	