

AUTUMN 2026

Hello everyone

What a hot summer it has been, but Autumn is just around the corner, and 168 Medical Group has exciting news about our Friendship Café's.

We are delighted to confirm that parklands café will open every Thursday morning from 9.30-11 from September 17th to welcome patients for complementary drinks, biscuits, chats and company. Led by our patient lead Fiona, this is an exciting advancement to 168 Medical Group's plans, offering patients a friendly, relaxed environment to meet others.

With Fiona moving to the Parklands Café, we are also delighted that David will be the patient lead on Tuesdays at the Locking Road café from 9.30-11, again where patients can come for complementary drinks, chats and company.

With two choices of Café on different days, patients can visit either, or both, where everyone will be made to feel welcome and valued.

There is also exciting news as both sites are supporting The **Macmillan Coffee Morning** to raise funds for such an important organisation and we encourage donations on the day.

Everyone is welcome to join us on:

- Tuesday 22nd September at the Locking Road Friendship Café at 09:30
- Thursday 24th September at the Parklands Friendship Café at 09:30

Then on Friday 25th, which is the official Macmillan cancer coffee morning, the 168 Medical Group staff will hold an event at the Locking Road conference room.

The temperature at both sites:

The continual heatwaves throughout the summer months have meant temperatures within both our Locking Road site and at Parklands have been very high. This has led the practice to look into air conditioning at Locking Road, and to contacting the Council and the Building Contractors who were involved in the planning and construction of Parklands.

Both of these are ongoing, but when a decision has been made regarding Locking Road and clarification has been obtained regarding Parklands we will of course update patients further.

Telephone waiting times

Sadly, due to staffing shortages telephone waiting times have at times been longer than the practice would like. Following further recruitment and adjustments to the telephone call back and waiting time system, it is hoped patients will now spend less time in the telephone queue.

Staffing

As we say farewell to Dr Massey (we wish him well in his future career) and Dr Gadsby, albeit just on maternity leave, we are delighted to welcome Dr Edim, Dr Adura and Dr Hawkins.

Due to the change in GPs, some patients will be reallocated to a new GP.

Please bear with the practice as they make these changes.

Jess's Rule

168 Medical Group supports Jess's Rule. If patient feels their condition has no clear diagnosis or resolution after three contacts with a GP then the patient can highlight this by submitting a new request and specifically asking for a "Jess's Rule" review.

Anima

Thank you to all patients who have engaged with our new online request system, Anima. This system replaced askmygp in April and has taken time and some adjustments in order for both patients and staff to adapt to a different system.

From a patient point of view Anima takes longer and can have a lot of questions, and sometimes these questions can seem irrelevant. However, for the practice this form of enhanced triage significantly increases the swiftness of a solution to the request, whether that be an urgent, routine or nurse practitioner appointment being offered, or advice being sent to patients to see a pharmacist or Physiotherapist for example.

Please be assured, Anima is **not** making medical decisions. It can make recommendations, **but** each request will be assessed upon urgency and necessity for patient's appointments to be offered. If urgent, then patients are expected to be available on the day to see a clinician, and if routine, then patients will be offered an appointment with their named GP. This, however may involve being given an appointment for a few weeks in advance.

If you are given a routine appointment and your condition either worsens, or you feel you need to be seen sooner, then patients can ask to have their request reviewed and escalated if necessary, by telephoning the practice.

Following patient feedback, 168 Medical Group have asked Anima's supplier if the time allowed for a request to be submitted could be longer than the 30 minutes presently allowed.

Whether this is approved is not a practice decision, but your feedback was invaluable as we await a decision from Anima.

Feedback and Complaints

Patient feedback is valuable to 168 Medical Group. So, please send your feedback not only on Anima, but the practice in general to: bnssg.168enquiries@nhs.net using the heading 'Feedback', all feedback, both positive and negative helps us to help patients receive the best service we can offer.

Sometimes, unfortunately, patients can feel their only course of action is to make a complaint. 168 Medical Group takes all complaints seriously and each one is treated with respect and open-mindedly. The practice doesn't want dissatisfied patients and thankfully complaints are rare amongst our 25,000 patients, but if a complaint needs to be registered with the practice, please do so by emailing: bnssg.168enquiries@nhs.net using the heading 'Complaint'.

Protect Yourself This Winter

Flu and COVID-19
vaccinations available now



Helps protect you from
serious illness



Recommended for eligible
patients and carers



Quick, safe and effective



Book your vaccination with
168 Medical Group today

Flu and Covid Vaccinations

As September and October approach the practice will be looking towards the annual flu and covid vaccination programme. All patients who are eligible will be contacted once appointments become available on:

- Saturday 3rd October at Parklands
- Saturday 10th October at Locking Road
- Saturday 17th October at Parklands

Everyone here at 168 Medical Group and the PPG wish you a healthy and peaceful Autumn.

Our Clinical Team

GPs

Dr Abbey Adams
Dr Mohammed Alam
Dr Rebecca Aleeson
Dr Juliet Brown
Dr Osim Edim
Dr Kate Fretwell
Dr Nicky Friend
Dr Charlotte Gadsby
Dr Jessica Haley
Dr Kieran Hawkins
Dr John Heather
Dr Alex Murray
Dr Ruemu Ogidigbo
Dr Adura Oyemola
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

David Oluseyi
Marcus Mordi

HCA: Health Care Assistant

ANP: Advanced Nurse Practitioner

How to contact us

Telephone	01934 624242
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 – 18:30 Sat and Sun: Closed	