

Patient Information



Providing consistent, quality healthcare in Weston super Mare

**168 Medical Group
168 Locking Road
Weston super Mare
BS23 3HQ
Tel: 01934 624242**

www.168medical.co.uk

Opening Hours

8am to 6.30pm Monday to Friday

**In the event of a medical emergency,
please call 999 immediately.**

Patient Information



About Us

168 Medical looks after over 20,000 patients across Weston super Mare. We are led by a team of partners, and offer a range of services through our healthcare team which comprises GPs, Nurses, Advanced Practitioners, Pharmacists, Healthcare Assistants and Physiotherapists.

Our team believe in providing the best possible patient care, ensuring patients get to see the most appropriate clinician for their needs.

We are part of Pier Health Group, a super-partnership of 8 GP practices across Weston super Mare, Worle and surrounding villages. By working together, we're committed to transforming healthcare in the area.

Appointments

We use Ask My GP to manage requests from our patients. You can access Ask My GP by visiting our website and clicking on the Ask My GP button. You'll just need to create an account before you can use the service. If you need any help in setting up an account, please give our team a call and we can do this for you.

Ask My GP makes it much easier for patients to contact us as you no longer need to try and get through on the phone. Telephone requests and Ask My GP requests are dealt with in the same way, so one is not prioritised over the other.

Ask My GP requests are sent through to our Patient Coordinators and are triaged to ensure patients are seen by the right clinician.

You can call us if you prefer to speak to our team on the phone. Our receptionists will ask you about your symptoms to ensure they pass all relevant information onto our clinicians so please help them to help you by giving them the information they need.

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If you need to cancel an appointment with us, please call our team on 01934 624242. GP and Nurse appointments are in high demand so if you can't attend your appointment, let us know so we can offer the appointment to someone else.

Home Visits

If you are housebound and you need a home visit, please get in touch with us before 11am. The clinician is likely to call you to discuss the problem before they visit.

Online Services

The NHS app and Patient Access allow you to view your medical record, request prescriptions and view test results. To sign up for either of these, please visit the website www.patientaccess.com or download the NHS app. If you'd like the enhanced access to view more of your information, just let us know.

Test Results

The easiest way to access any test results is to sign up to the NHS app or Patient Access, and let us know you'd like to see your test results that way.

Prescriptions

You can order a repeat prescription on the NHS app or Patient Access, or you can ask your local pharmacy to order it on your behalf. You can also put your paper prescription in the post box at the front of the surgery. We don't accept repeat prescriptions requests over the phone.

Please allow three working days for your prescription to be processed. We will send it electronically to your chosen pharmacy for you.

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Disabled Access

Our building is over three floors but we have a lift available for any patient who needs it. We can also provide a wheelchair for you to use while in the practice. Just ask reception or give us a call in advance of your visit.

Patient Participation Group (PPG)

We're very fortunate to have an active PPG at 168 who meet quarterly to discuss issues affecting the practice. We're always looking for new members so please get in touch if you're interested.

Your Responsibilities

All our patients can expect to be treated with courtesy and respect by our colleagues. In return, we ask that you treat our colleagues with the same level of courtesy and respect.

Please ensure you are on time for appointments and that you let us know if you can't make your appointment. Like many surgeries, we do sometimes run late so please bear with us in these circumstances.

Complaints and Compliments

We want to know what you think of our practice, our team and the service we offer. If you'd like to share your experiences with us, you can get in touch by phone, complete the form online or pop into Reception. If you'd like to speak to one of our managers, just ask for the Patient Services Manager.

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Out of Hours

To speak to someone about a medical issue outside of the surgery hours, just call 111. They are available 24 hours a day, 7 days a week. They will take the details of your concern and can direct you to the most appropriate service to help.

Our Team

Executive Manager – Eloise Poynter

Executive Partner – Dr John Heather

GP Partner – Dr Christopher Clarke

GP Partner – Dr Kate Fretwell

GP Partner – Dr Mohammed Alam

GP Partner – Dr Kevin Haggerty

GP Partner – Dr Nicky Friend

Lead Nurse – Marion Snelling

Clinical Pharmacist – Tom Gregory

Patient Services Manager – Nicky Leighton