



## Bridge Surgery Newsletter

We would like to welcome you to our first Bridge Surgery Newsletter of 2024.

Following on from patient feedback, we have decided the best way to keep you updated is to bring you a newsletter, which will be produced every quarter with the involvement of our Patient Participation Group (PPG).

The Newsletter will be key to keeping you informed on practice updates, new staff members and other updates we feel will benefit you as our patients.

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At Bridge Surgery we have made several changes over the past 6 months to improve access and the service provided by the surgery. These includes changes you will see as patients and others you would not necessarily see that have happened behind the scenes.

We have implemented a new phone system in September which has made it much easier to contact the surgery and we have also increased our clinical and non-clinical workforce. We are offering more appointments and are trying digital ways of booking appointments. We will be launching a new website this month.

Contact Details for the practice.

**Telephone**

01283 563451

**Email Address**

[Bridgesurgery-burton@nhs.uk](mailto:Bridgesurgery-burton@nhs.uk)

However, for admin related queries you can contact the practice through our website



Since the Covid Pandemic there has been an increase in demand on our surgery for many reasons, such as an ageing population with increasingly complex healthcare needs, more people living with long-term conditions and longer hospital waiting times in hospitals.

Please help us to help you by utilising other healthcare providers before contacting us when appropriate e.g. by visiting the pharmacy for minor ailments.

We have worked hard over the last 6 months to make it easier for you as our patients to access the surgery. Please read on to find out what we have done to change the access to the surgery and hopefully make it easier for you.

## **Appointments**

We have increased patient access to the surgery through increasing our workforce, making more appointments available on the same day and by allowing more appointments to be booked online.

Did you know that you can book an appointment online via the [NHS App](#) or [SystemOnline](#) the night before from 7:00pm? You can book a face to face or telephone consultation but be warned, they do go quick!

We know not all problems can be dealt with over the phone so if you do have a telephone consultation booked you may find the clinician may ask you to come in and see them at the surgery.

Appointments we offer within the surgery range from telephone and face to face consultations to on the day and pre-bookable appointments with various members of the team.

If you have any further questions, please contact a member of our reception team will be more than happy to help.



## **Online access**

Online access can really make it easier for you as a patient to book appointments, order repeat medication and view test results quickly and easily.

If you have had any recent tests, you can view the results online and this will save you having to phone us to find out if they are back. You will also be able to see any message the GP has left for example satisfactory, speak to GP etc.

When booking an appointment online we ask that you put a reason in as this helps the clinician know what they are phoning you about and if an earlier phone call is needed. (Just a reminder when booking a telephone consultation, the time is not accurate the clinician will call you at some point that day).

Please speak to a member of our reception team for help with online access via the [NHS App](#).

## **Phone System**

We launched our new phone system at the end of September and there have been a few teething issues over the last couple of months but overall, the new system has made it easier for patients to contact us and get through much quicker.

If you haven't had to call the surgery in the last few months you should notice a difference when you do – no engaged tone and multiple tries to get through. You are informed of your position in the queue and there is a 'call back' option which you can select which holds your place in the queue and the system automatically phones you back when it is your turn in the queue.

The system also gives us a much better overview of what is happening with our calls so we can have more staff answering the phones from 8.00am to you can get through quicker.



## **The Team**

We have had a lot of new faces join our team over the last 9 months which has greatly increased our workforce.

This includes Salaried GPs Dr Agoi, Dr Saeed and Dr Kailasan, Advanced Nurse Practitioners Sarah Toon and Sarah Mullis, Clinical Pharmacist Khalil Akbar, Pharmacist Technicians Shelley, Claire & Rebecca, Care Co-ordinator Kynan, Receptionists Abi, Leah and Taylor and Operations Manager Michael Lacken-Whelan.

Collectively these staff have changed the way we work to become more accessible to you as our patients.

We also continue to welcome GP Trainees – the GPs of tomorrow. Currently Dr Omiawele and Dr Shah are with us until August.

## **Patient Participation Group**

We have had a Patient Participation Group (PPG) at the practice for a number of years. The Patient Participation Group is for patients to have a voice in the development of the practice. They highlight where the practice could be improved in a supportive and encouraging manner and cascade changes to patients.

The PPG will be engaging with you over the course of the year.

## **Website**

We have just launched our new website which we hope you find more user friendly and informative.

Our website is there to inform you about changes within the practice, update you on events happening and will tell you how to book appointments, ordering medication and how some of our systems work.

The website is still a work in progress as it has just launched but we hope you will be happy with results so far. We will be adding more as the months go on.



## Charity Work

You may not be aware, but we have also been doing some charity work in the background. In July several of our colleagues ran the Race for Life at Markeaton Park and raised a whopping £1500!

We held a Macmillan coffee morning in the waiting room during October with lots of cakes for sale along with a book sale, we raised £244 on that morning.

In December we have been collecting for a local Stapenhill based charity Burton C.A.P (Christians Against Poverty) with patients and staff donating items for hampers to be made up. We have also been raising money as well with a Christmas Jumper Day, guess how many chocolate coins in the jar, guess the name of the Christmas Yeti and coffee/tea and mince pies in the waiting room. Together we raised £163.

We would like to say a massive thank you to everyone who has contributed and supported us in raising money last year for these charities.

### GP Patient Survey 2024

In early January, around 2.5 million randomly selected people registered with GP practices will be invited to answer a GP Patient Survey questionnaire about their experiences. The survey will be live for 3 months, with fieldwork closing at the end of March.

The findings help to show what's working and what needs to improve. The survey is carried out securely and information published does not identify individuals.

If you receive an invitation, please do take the time to take part and have your say so we can deliver the best possible service to patients. If you need support completing the survey or need it made available in another language or format, you can call the free helpline number 0800 819 9135.

For more information about the survey, visit the [GP Patient Survey website](#).