



## Bridge Surgery Newsletter

Welcome to Bridge Surgery's fourth Newsletter.

We would like to ensure that all patients have the opportunity to feedback on our services and our Patient Participation Group will play a fundamental role in achieving this for you.

### **Patient Triage**

We have been doing Patient Triage for over a month. I can say the team have worked incredibly hard in trying to get it right. We have had a few teething issues but with any new way of working it was bound to happen. However, it has helped us develop different ways of working.

#### **How Patient Triage works.**

If you have a non-urgent medical problem, follow this link <https://systmonline.tpp-uk.com/2/OnlineConsultation?OrgId=M83042> to complete the form. When filling out the form put as much information as you possibly can as this will help speed up the process when the GP is triaging. Once you have filled in the form it will be received by our team at the surgery. A doctor will triage the request and let the receptionist know the appropriate appointment to book you into. The receptionist will then give you a call to get you booked in. This will really help the way you can book appointments as it will result in less wasted appointments, you are able to see a clinician of your choice (where appropriate), you are not having to phone at 8:00am. If you deem it as urgent, please contact the practice and the receptionist will take it from there. You can fill the form out online from 5:00am – 10:00am. The clinician will be triaging between (9:00am and 12:00pm on the day).

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Contact Details for the practice.

#### **Telephone**

01283 563451

#### **Email Address**

[Bridge.surgery@staffs.nhs.uk](mailto:Bridge.surgery@staffs.nhs.uk)

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



**Feedback**

We are still receiving lots of feedback regarding our carpark. Unfortunately, we cannot do anything about our carpark. We have listened to our patients by increasing the number of clinical staff we have and increasing the number of face-to-face appointments at the surgery, with all this comes more cars within the car park, if you are able to get to the surgery by foot please do so and there are spaces around locally where you are able to park.

Just a gentle reminder to all patients if you have a Telephone Consultation booked with a member of our clinical team, you will not be called at the exact time that it states, the clinician will call you back either in the morning or afternoon depending on when your appointment is booked for.

**Staff updates**



**Dr Fiona Sellens**

After over 27 years at Bridge Surgery, I shall be retiring from clinical practice at the end of this year, December 2024. As some of you may be aware, I have been working almost fulltime for NHSE in Birmingham for the last 2.5 years, and only been at the surgery for one half day a week. I shall continue with my NHSE role, helping ensure that we have a strong stream of new clinicians to work in General Practice. I have loved my time at Bridge, and it has been a privilege to know so many of you over the years, through happy times and sad times. There have been many changes over the last 27 years, but at the core remains the importance of knowing and being known by the surgery team, across long periods of time and different episodes of illness and health. I wish you all the very best for the future, and I shall miss you.

We have had a few new faces join and would like to welcome them to the team, you will find our GP registrars will leave at different points of the year to move onto their next practice.

**GP Registrars**

- Dr Sudhir Sah – leaves end of November
- Dr John Etsegbe
- Dr Bidemi Omasoro

**Nurse**

Clare Orton will be with us for a year while she learns and trains under the mentorship of our current Nurses.

**Receptionists**

- Zoe
- Julie
- Samantha
- Tracy



### **Patient Participation Group**

Our PPG are looking to recruit patients from Bridge Surgery to join them.

At Bridge Surgery we have a group called a Patient Participation Group (PPG) and this is made up of patients from the surgery who come together once every 3 months with some of the practice team to discuss changes at the practice, feedback on any issues we need to address and to work collaboratively together.

1. We meet quarterly these meetings will be on a Thursday 16:30pm – 18:00pm.
2. To participate in surgery events
3. To be able attend the drop-in sessions to meet with other patients.

If you feel this is something you would like to be a part of, contact the practice through the Bridge email account and one of the team will get back to you.

### **Charity Work**

We have participated in the Macmillan coffee morning on the 17/10/2024. We would just like to thank everyone who was involved and donated to Macmillan and a big thank you to our staff who baked and pulled the event together. We managed to raise £238.50 which is fantastic. Well done everyone.

**Over the winter period we will be working with our local food bank charity again. We will have boxes in the waiting room that you will be able to place items in between 18/11/2024 - 20/12/2024.**

**We will be doing some other fundraising over this period to raise money for the charity as well.**

**Every donation counts!**