



Bridge Surgery Newsletter

Welcome to Bridge Surgery's 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.

New Clinical room

We are excited to announce that we will be building a new clinical room within our practice to enhance the services we provide to you. The construction work is scheduled to begin this week and is expected to last for approximately 4 weeks.

During this time, we will do our best to minimise any disruption to your visits. However, as with any building work, there may be some noise and temporary changes to our usual operations. We appreciate your patience and understanding as we work to improve our facilities.

Our team will keep you updated where we need to throughout the process, and we will ensure that you are informed about the construction when you book your appointments. If you have any questions or concerns, please do not hesitate to speak with a member of our Team.

We would also like to say while we have the work happening our car park will be affected as the spaces close to the surgery will be blocked off for the builders. We would ask where you can walk to the surgery, please do this.

Thank you for your cooperation during this time.

In this issue

New room

Staff updates

Patient Participation
Group

Charity work

Website

Contact Details for the practice.

Telephone

01283 563451

Email Address

Bridge.surgery@staffs.nhs.uk

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



Feedback

We appreciate your ongoing feedback regarding our car park. Unfortunately, we are unable to make changes to the current parking facilities. We have listened to your needs by increasing the number of clinical staff and face-to-face appointments at the surgery, which has naturally led to more cars in the car park. If you are able to walk to the surgery, we encourage you to do so. Additionally, there are local parking spaces available nearby.

We also want to remind you that if you have a Telephone Consultation booked with a member of our clinical team, you may not receive a call at the exact time stated. The clinician will call you back either in the morning or afternoon, depending on when your appointment is scheduled.

Staff updates

We would like to welcome to the team

Dr Pooja Jeyakumar (GP Registrar)– will be with us until the start of August 2025

Leavers

Nurse Jemma Dicken has moved on to work with within the community.

Dr Asad Shah has moved onto his next placement

Dr John Etsegbe has passed he final exams and will be moving on to find a position in a practice.

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 are 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 will be working over the next quarter with Burton Hope Charity. They are looking for donations of toiletries which can range from deodorant, sanitary products, Disposable nappies etc. We will have boxes in our reception area if you would like to drop anything in. We thank you in advance in supporting this, Charity.

Website

We are pleased to inform you that we will be making a few changes to our website over the coming months. Our aim is to make the website more user-friendly by ensuring that pages are easier to read and navigate. Additionally, we will be providing more information about the NHS App to help you make the most of its features.

These updates are part of our ongoing commitment to improve your experience and access to information. We appreciate your patience as we work on these enhancements.

GP Patient Survey 2025

In early January, around 2.5 million randomly selected people registered with GP practices were 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](#).