



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.

Staff Updates

I would like to take this opportunity to provide an update on the new members of staff who have joined us over the past few months, as well as those who will be joining us in the coming weeks.

We are delighted to welcome them to the team and look forward to the valuable contribution they will make to the practice.

Salaried GP

Dr Enas Darwish will be joining the practice at the beginning of October. We are very pleased to welcome Dr Darwish to the team and look forward to working with her.

Practice Nurse

Aimee will be joining our nursing team. Over the next 12 months, she will undertake training and development alongside our experienced nursing staff.

We are pleased to support Aimee as she develops her skills and experience within the practice.

Reception Team

We are also pleased to welcome the following new members to our reception team:

- Rita
- Kiera
- Sue

We are delighted to have them join us and look forward to them becoming valued members of the practice team.

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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

Car Park

We continue to receive a significant amount of feedback regarding the availability of parking at the surgery. Unfortunately, the size and capacity of our car park are outside of our control, and we are unable to make any further changes to increase the number of spaces available.

We have listened to our patients' feedback and, in response, have increased the number of clinical staff within the practice and expanded the availability of face-to-face appointments. While we are pleased to be able to offer increased access to our services, this inevitably means that more vehicles are arriving at the surgery and demand for parking spaces has increased.

We would kindly ask that, where possible, patients who are able to walk to the surgery consider doing so. There are also a number of alternative parking options available in the surrounding area. We appreciate your understanding and patience regarding this matter and thank you for your continued support.

Building

New Room

You may have noticed that we have had a new room built just off the side of reception. This new space has been created to allow us to increase the number of clinicians working with us and, in turn, offer more appointments and improve access to our services.

We're really pleased with the additional space and look forward to putting it to good use.

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. The group meet quarterly.
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.

Our service is regulated and assessed by the Care Quality Commission (CQC). Please feedback to CQC on the care you received from us by visiting www.cqc.org.uk/sye or by calling 03000 616161

Next Issue

We would love to hear from you! If there is anything you would like to see included in our next newsletter, please let us know.

We will look into whether your suggestions are possible, while ensuring that we continue to comply with data protection requirements.

Please email your suggestions to **Bridge.surgery@staffs.nhs.uk**.