

Bridge View Medical Patient Newsletter

Welcome to your Patient Newsletter. We will be issuing a newsletter every 3 months to update you on how the practice is doing and notify you of any major changes that are taking place. We hope that you find the information useful, and it makes it easier to access your services.

Contacting The Surgery

Klinik Access

Thank you to all of you for helping us to implement this system. You have been using it for almost two years and it's proven to be a big success. Your call waiting times have decreased from an average of 23 minutes to 5 minutes resulting in a better experience for both patients and staff.

We manage all your healthcare requests through KLINIK. 85% of you use this service which collects the relevant information needed and you can complete at your pace and convenience avoiding waiting in a call queue. It is open from 7:30am Monday to Friday for all enquiries, appointment and prescription requests tend to close at 12 noon. If you have any urgent requests after 12 noon please call us. From October we are going to keep all online services open throughout the day.

If you are unable to use the online system you can call us or pop into one of the surgeries and talk to one of our Care Coordinators. They will take your details and complete a KLINIK form on your behalf. Follow this link for more information on how to submit a form [Klinik our online system](#)

Appointments Not Attended (DNA's)

5.2% of appointments booked are not attended, that is 700 appointments a month that could be used by someone else in need. Help us to reduce this figure by cancelling your appointment if you can no longer attend or your condition has improved.

How to cancel

- Reply to the appointment text reminder
- Phone the surgery, there's a dedicated voicemail

Stay connected with the NHS App!

Did you know that NHS App offers a simple way to manage your health? You can:

- Order repeat prescriptions
- View your medical records
- Access trusted health information

If you haven't downloaded the NHS app yet, now is a great time to give it a try! For more information regarding the NHS go to www.nhs.uk/nhs-app

Turn on your App Notifications to receive direct, secure messages from your GP practice.

- Open NHS App on your phone
- Tap **More** in the top right
- Tap **Account and settings**
- Tap **Manage notifications**
- Toggle on **Send me notification about new messages**

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NEW Clinical Dictation Tool

Heidi is an advanced digital assistant powered by artificial intelligence that records consultations, which are then checked by the clinician and downloaded into your record allowing the clinician to spend more time with you instead of having to type notes. The clinicians are finding this very useful and hope you will see the benefits too.

We do need your consent to use this during your consultation, if you are not happy for this to be used please let the clinician know when you attend your appointment.

Staff Changes

Celia Phipps, Lead Social Prescribing link worker, retired at the end of March. Celia set up the service in 2017 and watched it become an integral part of the service linking you with community events and organisations. Leanne Purton has taken over her role. For information on how the team can help you follow this link [Social Prescribing – Bridge View Surgery](#)

Meet The Team

If you would like to see your clinician before your appointment click on this link [BVM team profiles](#)

Did You Know

Over 39,000 patients are now registered with Bridge View Medical.

From January to March 2025

- We offered 45,677 appointments, which is an average of 654 per day.
- We answered 22,237 phone calls. Our average call wait time was 4 minutes 57 seconds which is a big improvement from our previous average of 21 minutes.
- We handled 29,782 klinik forms.
- The secretarial team sent 3,215 referrals.
- The admin team processed 26,224 documents.
- The prescription team processed 41,869 prescriptions.



Skin Cancer Awareness

May is Skin Cancer Awareness month. Whether you are directly affected by skin cancer or you just want to find out more information there is help available.

For skin cancer awareness month Macmillan Cancer Support have answered some of the most frequently asked questions about skin cancer



Research

GP Surgeries take part in research to help expand the understanding of diseases, treatments and patient care.

The practice is currently taking part in several research projects, majority of which involves the practice contacting you if you meet the relevant criteria.

The two projects below allow you to self-refer, once completed you will be contacted by the research team.

TIGER is a clinical trial to find out if making changes to the diet of children with eczema, based on food allergy tests, improves symptoms.

Who can take part - Children between the ages of 3 months and 2 years with eczema who have not had food allergy tests and do not have immediate-type food allergy to the study foods.

To find out more and to register your interest go to www.bristol.ac.uk/TIGER-study or scan the QR code



PARENTS WITH BIPOLAR is a trial for parents who have children aged 4 – 10 years old. Paid participants will test how helpful online parenting support is.

To find out more and to sign up visit www.lancs.ac.uk/spectrum/IBPI or Phone them on 07507 856960 or scan the QR code



COVID Spring Boosters

We are currently sending out invites for the Spring Covid Booster. You will be contacted if you are:

- Aged 75 and over
- Residents in a care home for older adults
- Individuals aged 6 months and over who are immunosuppressed

If you are eligible, you will be contacted via a text message with an attached self-booking link. Allowing you to choose a date and time convenient. All appointments are at Marksbury Road surgery.

If you have not consented or are unable to be contacted by text, you will be contacted by telephone or letter instead.

Frequently Asked Questions

I am not over 75 or immunosuppressed can I have the Spring Booster?

No. Unless you have received a text message, letter or telephone call you cannot have the vaccine.

I have told the surgery I do not want a Covid Vaccination but am still receiving invitations. Why?

We apologise if you have previously told the surgery that you don't want the Covid or Flu Vaccination but have been invited for the latest booster, this must be frustrating. We want to ensure every eligible patient can choose whether or not to take up the opportunity to have the vaccine. Your decision to refuse the vaccination is only valid per vaccine. You may have changed your mind since we last contacted you. This means you will need to inform the surgery if you wish to decline so we can mark your record accordingly and will not send further reminders for this booster season.

I'm housebound will I receive an invitation?

Yes. A member of the team will be in touch soon with dates when the visiting team are in your area to arrange a suitable time to vaccinate

Women's Health Information

For information on women's health click on this link [Women's Health - Well Aware](#)

Your Feedback

Thank you for providing us with your feedback, it is important that we receive this as it helps us to make improvements where possible. **Two ways** for you to give feedback are below, to find out more information on our complaints and feedback processes click on this link [Complaints & Feedback – Bridge View Surgery](#)

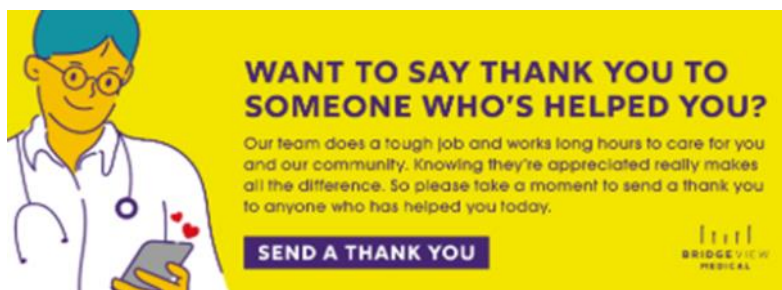
Friends and Family Scores from January to March

After you have attended your appointment you will receive a text asking you to rate your experience.

Overall, how was your experience of our service	Count	%
Very Good	3186	81
Good	448	11
Average	49	1
Neither good nor poor	60	2
Poor	72	2
Very poor	92	2
Don't know	40	1
Total	3947	100

My Thank You

Thank you to all of you who have sent a 'My Thank you' to members of the team, these are really appreciated and have raised morale. We received 117 compliments from January to March. If you would like to send a message press Ctrl on your keyboard and click on the image below.



You said, we responded

You raised concerns about others overhearing when discussing personal issues at our front desks. To mitigate against this we do ask patients to stand a respectful distance from those in the queue and have recently introduced music in the waiting rooms.

If you would like to give feedback on this newsletter or have any suggestions please email Bnssg.believeinbetterbvm@nhs.net

Complaints

Most problems can be dealt with then they arise, however, if it can't be resolved you may want to submit a formal complaint in writing. To read the process for doing this click on this link [Complaint Policy](#)

An overview of the complaints we received from January to March are below.

Subjects	Volume
Clinical Treatment	10
Communications	9
Prescription Issues	6
Appointment Availability/Length	6
Appointment Obtaining	4
None / Other	4
Removal From List	1
Treatment Not Available	1
Inaccurate/Incorrect Records	1
Total	42

Continuity of Care

Continuity of Care helps you build a good relationship with the same GP, who is your named GP on your record. It will allow the GP to gain a deep understanding of your medical history, facilitating better informed diagnoses and helps to build trust between you both.

We will try to book you with your named GP at all times, however, if we are unable to do this we will book you with a GP in that GP's microteam. A microteam is a group of GP's that will see each others patients when necessary and will stop you being seen by multiple GP's.

Between January to March we placed 31% of patients with their Named GP and 34% within their GP's microteam.

If you contact us for an urgent matter we may have to book you with a GP outside of your microteam.

Community News

BS3 Community Tuesday Club

[What's On - BS3 Community](#)

Location: Philip Street Chapel, Bedminster, BS3 4EA. Time: 0930 to 4 p.m.

We're a community club open every Tuesday. We have affordable food cupboard essentials for sale for local residents experiencing difficulties. Our space can also offer support through our communities team, including social prescribing and finding out about local events.

Adult digital skills support available

Kids corner for under 5's with toys and free refreshments.

Move together Strength and Balance

- A fun, social session comprising gentle seated and standing exercises.
- Twice monthly, every second and fourth Tuesday of the month, 1 to 2pm. Upcoming dates: 13th May, 27th May, 10th June & 24th June.

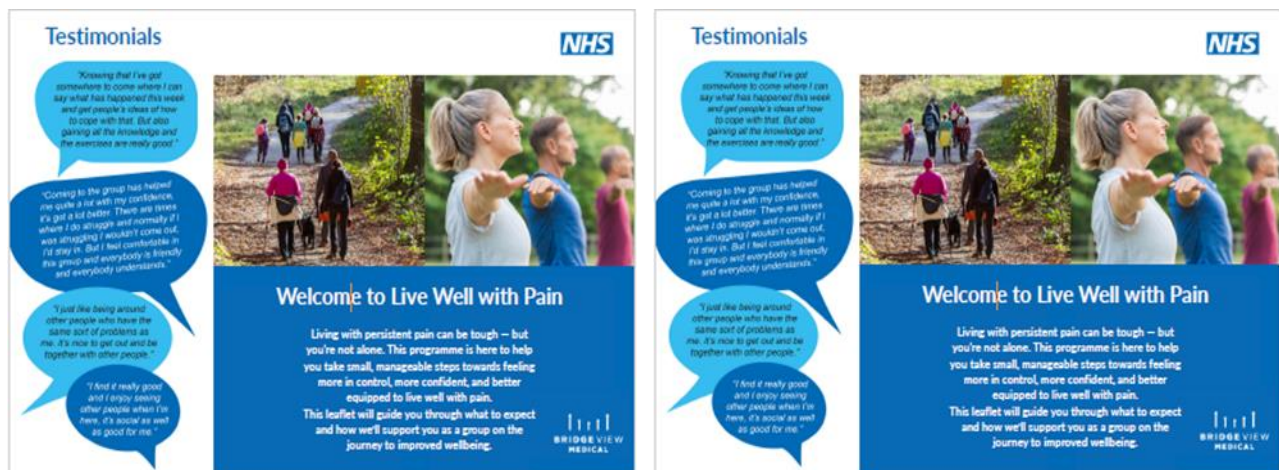
Move it or Lose it

- A fun social class with exercises suitable for all abilities, set to music.
- Twice monthly, every first and third Tuesday of the month 10 to 11am. Upcoming dates: 6th May, 20th May, 3rd June & 17th June.

Food services

Food Club [BS3 Community Food Club - BS3 Community](#)

Local food banks? [South & East Bristol Foodbank | Helping Local People in Crisis](#)



Testimonials

"Knowing that I've got somewhere to come where I can say what has happened this week and get people's ideas of how to cope with that. But also gaining all the knowledge and the exercises are really good."

"Coming to the group has helped me quite a lot with my confidence. I've got a lot better. There are times I do struggle and normally if I was struggling I wouldn't come out, it'd say in. But I feel comfortable in the group and everybody is friendly and everybody understands."

"I just like being around other people who have the same sort of problems as me. It's nice to get out and be together with other people."

"I find it really good and I enjoy seeing other people when I'm here. It's social as well as good for me."

Welcome to Live Well with Pain

Living with persistent pain can be tough – but you're not alone. This programme is here to help you take small, manageable steps towards feeling more in control, more confident, and better equipped to live well with pain.

This leaflet will guide you through what to expect and how we'll support you as a group on the journey to improved wellbeing.

NHS

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