



Welcome to Bridge View Medical's latest newsletter

Please see our news and operational updates below, which are all designed to improve the service we offer you. I hope you find it useful. *James, Executive Manager*

Accessing the Surgery

As mentioned before most energy across the NHS goes into accessing services. There's growing demand and finite supply, therefore giving access to our services remains our number one challenge. Our access performance and the resulting actions we have taken and are taking are detailed below.

| | April 24 – March 25 | April 25 – March 26 | Variance |
|---------------------------|---------------------|---------------------|---------------|
| Inbound calls | 177,000 | 129,000 | -27% |
| Online enquiries | 111,000 | 114,000 | +2.7% |
| Total enquiries | 288,000 | 243,000 | -16% |
| Total appointments | 175,000 | 186,000 | +6.3% |
| Ave call wait time | 5 mins 5 secs | 6 mins 23 secs | +1min 18 secs |

You Said...

The questions on the online forms are irrelevant at times.



We Did...

We added two NEW pathways; Mental Health and Physiotherapy. We added a tile where the best support is within the wider NHS system for Women's Health Issues. Neurodiversity and urinary tract infections (UTI) tiles to come.

You Said...

Klinik is difficult to navigate at times

We Did...

We consolidated tiles, taking six away. We also changed the emphasis to urgent and routine enquiries.

You Said...

I want to be able to access online consultations at a time more suitable to me.

We Did...

We no longer close early to help match demand to available capacity, extending opening times to 8.30am – 6.30pm Monday to Friday.

You Said...

You are not easy to access, specifically calling you.



We Did...

We increased the appointment booking windows; you can now book GP appointments up to 21 days and nurse appointments up to 8 weeks in advance. While GPs can book their own follow ups up to 6 weeks in advance.

The phone line is now opening for urgent medical enquiries from 8am midweek.

We have shortened the recorded phone message, so you get to the options quicker.

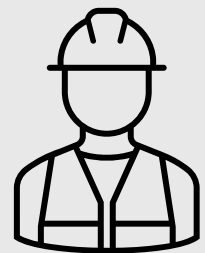
We are looking to make changes to the front desks at the Southville and Gaywood branches to enable the reception staff to manage more enquiries via the phone and online. This replicates the set up at Malago branch.

We are also exploring adding an artificial intelligence (AI) powered care navigation assistant to the phonenumber to help manage your enquiries quicker and in the most relevant language. All the relevant safety checks are being reviewed, and we hope to update you further in the coming months. It will answer your call immediately, so no phone queue.

Investment in your practice

There are two projects planned

1. From 20 July for three weeks there will be works going on at Southville. We are replacing a broken lintel above a window on the ground floor. Access to the building remains unchanged, but during this time, due to noise disruption we are moving clinicians to other sites when we can, so there will be fewer appointments in Southville.



2. Currently there is no funding available, but we plan to create a new reception at Marksbury Road situated at the top of the stairs, so more obvious. This will be supported by an adjoining office. We then plan to add two clinical rooms in the space where reception was.

In the last six months, we have also added three new clinical rooms into Marksbury Road and one into Southville.

There are various problems with the BS1 branch which remain unresolved, so we have closed the site.

Patient Feedback



Friends and Family Feedback

Thank you for continually engaging with the post appointment text feedback requests. This is called 'Friends and Family' and is a compulsory NHS feedback channel. Over the past six months, when asked, 'how would you rate the experience?'

82% said 'very good'

11% said 'good'

GP Survey

This is the NHS annual survey sent to a selection of every practice's patient population in January. The results usually get shared in July and will be available [here](#). Once we have them, we will share with you.

Google Reviews

We constantly achieve high 'good' and 'very good' patient satisfaction rates, but this is not reflected on our Google listings. Therefore, we would really appreciate it if you were able share your positive experiences, via scanning or clicking the QR code. People are more motivated to share their experiences when something is not satisfactory, which creates a distorted picture. Please help us reflect a fairer view.



Improving how we stay connected

- Suggestion boxes have been added by reception at each site Please let us know if you have any suggestions to improve the service.
- Poster boards are going into every waiting room which will be home to the latest patient news, supporting the newsletter
- Feedback is summarised and available on our [website](#).

Complaints

| | October 24 – March 25 | October 25 – March 26 | Variance |
|------------------------------------|-----------------------|-----------------------|----------|
| Complaints received | 90 | 66 | -26 |
| Upheld complaints | 12 | 17 | +5 |
| Partially upheld complaints | 17 | 12 | -5 |



The patient boundaries have changed

We have recently received our new boundary map. you do not need to take any action.

1. The inner boundary lines have changed slightly. You can view the changes on our [website](#).
2. We now have an outer area, which allows patients to move from the inner to the outer boundary area and stay with Bridge View Medical. We are not allowed to share the outer boundary, but when you submit address changes our team will inform you if we can continue to serve you.

Community Support

BS3 Community Care is a unique community initiative that provides tailored care and support for individuals. Whether you're looking for regular support on an hourly basis, overnight or live-in care, a specific holistic service or something else, they have different types of care and support providers available for all your needs.

Call 0117 923 1039 for more information.

They also offer ***Stroll and Chat***. a great community initiative you might wish to try. Every Tuesday come rain or shine, *there's* a gentle stroll and friendly chat. Everyone's welcome. Make friends, boost your health and learn a bit of local history at the same time. Meets at Tobacco Factory at 10.30am.

Call 0117 923 1039 for details

Patient Participation Group

We are happy to announce Emma Reed is the new Chair of the Patient Participation Group. A group of patients who give up their time to work with the practice and help shape new proposals and feedback on performance. To find out more please visit the [website](#).

Your Team

We are delighted to welcome some new faces to our clinical team, which comprises of over 70 members of staff.

- Dr Anna Kingdom
- Dr Rhiannon Turner
- Dr Alister Tang
- Dr Henry Hughes
- Dr Wyn Bellis
- Dr Rehana Purcell
- Eliose Gilpin (Nurse)

Thank you for reading. Should have any queries on what was said or any feedback or suggestions email bnssg.believeinbetterbvm@nhs.net or drop a note into the waiting room suggestion boxes.

Large print and printed copies of the newsletter are available on request.