

Patient Newsletter

Hello.

On behalf of everyone at Bridge View Medical we hoped you had an enjoyable Summer. Coming into the Autumn we've put together our second patient newsletter; designed to give you an update at your General Practice. We hope you find it useful and informative. Thank you for those who fed back on the initial version, we've taken the comments on.

Best wishes

James Ingham

James Ingham
Executive Manager



Contacting the Surgery

This remains our number one priority. As mentioned in the last edition we introduced a new enquiry system, switching the enquiry process primarily to online, with safeguards and support in place for those who can not get online. So again, we thank you for coming with us on this journey. It's a partnership and together we have made a huge improvement. Here are some statistics comparing last year with the year before.

	Apr 23 - Mar 24	Apr 24 - Mar 25	Variance
Inbound calls	205,000	177,000	-28,000
Online enquiries	65,000	111,000	+46,000
Total enquiries	270,000	288,000	+18,000
Ave call wait time	21mins 54secs	5mins 5secs	-16mins 49secs

So, thank you, together we have processed **18,000 more enquiries** and as an indirect result we offered 175,000 appointments last year, up 8% on the year before.

For the last five months, here's how we are performing, compared to same months last year.

	Apr 24 - Aug 24	Apr 25 - Aug 25	Variance
Inbound calls	78,000	53,000	-25,000
Online enquiries	44,000	46,000	+2,000
Total enquiries	122,000	99,000	-23,000
Ave call wait time	5mins 33secs	6mins 10secs	+37secs

The figures indicate there's more work to do and this is backed up by the GP Patient Survey which recorded only 26% of patients feel access is 'good' or 'very good'... so here's what we are doing.

Walk ins

One practice reception now opens for emergencies from 8am every day of the week, with the general reception opening at 8:30am as before.

- Malago: Monday to Thursday
- Gaywood House: Fridays



Telephones

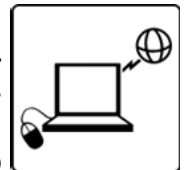
Again, these now open at 8am for emergencies with the general line opening at 8:30am as before.



It's also worth sharing that some practices enable you to request a call back while not losing your place in the queue, which is fantastic. Our current phone provider is unable to offer this service. We recognise this is important, so we are pushing for this functionality. If they are unable to do this before our contract ends in 2028 we'll move supplier.

Online

We trialled opening longer over the summer and found this generates an additional 60 enquiries an hour. This raises questions about what we can safely process. All our enquiries are triaged through an experienced GP, so the additional enquiries mean more to review within the same time. We can add more GPs to triage but, of course, that means less appointments available.

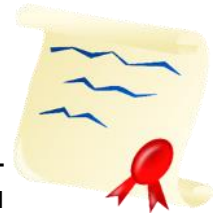


We currently open Klinik at 7.30am and close at 12 midday. The feedback from our Patient Participation Group is consistency is important. To be consistent we have to operate with a degree of caution, therefore this service will remain open from 7:30am to 12 noon for now and we will continue to explore ways of extending opening times.

However, we can make a small immediate change so are keen to get your views on online consultation opening times. Do you prefer 7.30am to 12noon or 8am to 1pm. Please click [here](#) to place your vote.

You and Your General Practice

You may have read about this in the news. The government has created a patient charter which sets out what you can expect from your General Practice, in terms of access, what to do when closed, registrations, feedback. You can read it on the NHS website [here](#). It's also on our website [Patient Charter](#)



It's a great aspiration to ensure a standard service across all General Practices, but all GP patient populations are unique and so are set up differently. Indeed, this flexibility is a virtue of the system. With regards to access it's not achievable to make these proposed changes: omni channel access 8am—6:30pm, Monday to Friday.

To enable this, funding is required for additional Care Coordinators to help process enquiries and additional clinicians to both process the enquiries safely and absorb the increased demand with additional appointments.

So we ask for your patience and understanding. We all want better access and it is improving and will continue to do so. However, growing capacity can not be turned on like a switch.

As mentioned above we are extending access via phones and walk-in but it is simply too dangerous to open online consultations until 6:30pm. The volume of enquiries would require the creation of waiting lists, the more lists we have to manage the less efficient we become. It also increases the risk of urgent matters getting lost within routine enquiries.

How you can Help

As mentioned before our service provision is very much a partnership with you. We continue to review our operation to expand our capacity, grow our appointment provision and create new services to proactively meet your health needs . We politely ask, if you can assist with any of the following.



1. **Cancel if needed:** If you can't go to your appointment that's fine, but please tell us as soon as you can, so that we can offer it to someone else. We lose between 600 - 800 appointments a month as result of patients not turning up, that's 8,000 a year (5% of all appointments). The appointment link makes it more convenient for you to manage appointments, but please be aware of the timings involved too. If you do cancel, we need at least a few hours to capture that information, invite another patient, and allow them time to attend.
2. **Use the NHS App or website:** If you're confident using smart phones or computers, you can order repeat prescriptions, see your test results and view your medical records yourself. Don't forget to turn on your App Notification to receive direct, secure messages from the practice. To do this follow these instructions
 - Open the 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*
3. **Be prepared:** Before an appointment, if it helps, write down your symptoms, what you are worried about and what you want to talk about. This helps create a concise consultation.

You can join our **Patient Participation Group**, who collate patient feedback, share updates from the practice, and are involved in decision making which shapes the healthcare in your community.

We have 10+ active members, and are always open to more joining. So, if you wish to be involved please ask at reception or visit our [website](#). Alternatively, you can contact the group direct on any matter via [email bvm.patientgroup@gmail.com](mailto:bvm.patientgroup@gmail.com)

GP Patient Survey

The GP Survey is one of the main sources of patient feedback we use to shape the services we offer. It is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people registered with GP practices in England. The results show how people feel about their GP practice.



It's an annual survey. There are 16-20 questions, which capture experiences across access and clinical care.

Patients are invited on a random basis by IPSOS Jan – Mar every year. This year 711 invites were sent and we received 205 replies.

Please visit the [website](#) to see the results, search 'Bridge View Medical BS3 1AS'. Disappointingly some metrics were down this year. Last year we were above national average on 14 of 16 questions, currently it's 6 of 16.

As already mentioned there are a number of initiatives we are doing to improve access and this also includes various activities to improve Care Coordinator recruitment and retention. Good, caring people are at the heart of our service and it's imperative we keep these people once they join us.

General Feedback

How to give feedback and the latest results can be found on the [website](#). Suggestion boxes are also going into all waiting rooms to allow patients to provide exactly that too. We are really keen to capture trends on your experiences, no matter how big or small, just let us know.

Here's how we are performing for the last five months, compared to the year before

	Apr 24—Aug 24	Apr 25—Aug 25	Variance
Upheld & Partially Complaints	23	8	-15
Compliments	38	78	+40
Friends & Family Survey 'good' & 'very good'	92%	92%	0
Percentage of patients who saw their named GP	31%	31%	0%

NHS Weight Loss Treatment

A new NHS weight loss treatment, **Tirzepatide (Mounjaro)**, is being gradually rolled out to support people with obesity and related health conditions. It is **only available to a small number of patients currently** who meet strict medical criteria, including a **BMI over 40** and at least **four related health conditions** (e.g. high blood pressure, diabetes). More information can be found [here](#).

We are currently identifying eligible patients and will contact you **if you qualify**.

We offer weight loss support for anyone who wishes with Health and Wellbeing coaches and our Dietician. For general weight support please contact us.

Cervical Screening

Cervical screening (smear test) saves lives by detecting early changes that could lead to cervical cancer. It's free, and usually only takes a few minutes. If you're aged 25 to 64 and have a cervix, you'll be invited for screening every 5 years, more often in some situations. Even if you feel well and have no symptoms, screening is the best way to protect your health. If you've received an invitation or missed your last appointment, please contact the practice to book your smear test. If you are feeling nervous, we understand that, and our nursing team are happy to talk to you about your concerns and support you in having a successful smear test taken. [Cervical Cancer](#)

Seasonal Vaccinations

We are offering covid and flu vaccinations for eligible patients including children. We have been inviting you over the past six weeks to arrange an appointment. Please get back in touch if you have not yet arranged an appointment.

- Covid and flu vaccinations for adults are being held in clinics operating Monday to Saturday, 7 – 19 October.
- 6 month - 1year flu and child covid vaccinations are being held in treatment room sessions from Marksbury Road throughout October and November, starting on 16 October.
- Housebound patients and care home residents are being offered visits throughout October and November.

Eligibility

Please check, they change every year.

- Covid: Any patients 6 months - 64 years who are at risk. All patients aged 65+.
- Flu: Any patients 6 months - 1 year and 18 - 64 who are at risk. All 2-3 year old and 65+ patients. Nasal vaccinations were held in Saturday clinics through September.

People Changes

We are lucky to have a wonderful, dedicated and stable team looking after your health needs. Please see below some of the team changes over the Summer. If you are interested in joining the team please visit our [website](#) for the latest opportunities.

Starters

Clinicians

- Dr Omer Elhassan—GP
- Dr Habib Rhmanzai—GP

Care Coordinators

- Kartik Rajasekhar
- Bernice Cocking
- Esther Lee
- Sarah Bayliss

Administrator

- Sarah Bocci

Leavers

Clinicians

- Rhianna Simmonds—Nurse
- Louisa Perry—GP
- Ellie Reese—GP

Proactive Care

We have started some group consultations in the following areas, and all have been received well. If you meet the criteria we will invite you for the upcoming cohorts.

Living well with Pain Groups

Our ongoing programme of 6 sessions open to anyone with long term pain is all about **learning new approaches and skills to help you live well**, despite your persistent pain. This is delivered in a small group by our Health and Wellbeing coaches at variable times of the day/evening, both in person or online. For more information about self-help in this area please read our webpage [Living with persistent pain](#)

Hypertension Groups

A regular group consultation is being held with our pharmacist team and a small group of other clinicians to discuss what high blood pressure is, why it is important and the things that can help reduce it. While also reviewing your medication and making changes as needed. Meetings tend to be held at Marksbury Road Surgery. For more information about self-help in this area please read our webpage [Blood pressure](#)

Menopause Groups

We successfully launched our first group menopause session last month. With 270 people attending the initial video session and 140 patients booked onto follow up group consultations. We are planning on running a second cohort in the New Year, so please look out for an invitation. In the meantime, supporting the event, we have produced some frequently asked questions and a video, so for self-help information please visit our webpage [Menopause](#)

Community Activities

Fix Club

Join the Fix Club at the BS3 Community Café. This regular meet-up welcomes both beginner and experienced needle-crafters to come together and repair clothes and household textiles. The mission is to reduce textile waste, extend the life of garments, and build community connections. Got holey jeans, ripped shirts, loose buttons, or worn-out jumpers? Bring them along. Learn mending tips from seasoned sewists or share your skills with others.

Sessions run

Tuesday mornings (10am –12 noon) – The café will be open for drinks and snacks.
Thursday evenings (6:30pm –8:15pm) – The café is closed, but tea, coffee, and light snacks will be provided.

Upcoming Dates:

Tuesday sessions: 28 Oct, 25 Nov

Thursday sessions: 6 Nov, 4 Dec

Cost: £5 + booking fee

[Fix Club Southville - BS3 Community](#)

Children's Clothes Swap

On Sunday 12 October join BS3 Community in partnership with Making Mends for an Autumn/Winter kids' clothes swap for children age 3-11 years. Cost: £5 + booking fee for 6 items of good-quality clothing.

PLUS

Clothes repair café

BS3 Community Cafe will be open from 10am serving brunch/lunch and Wogan coffee

Kids corner and activities

For more information or to book, follow the link

[Children's Clothes Swap - BS3 Community](#)

Chair Pilates with Music

Join the weekly Chair Pilates with Music class. This fun seated fitness class is suitable for all ages and fitness levels, focusing on flexibility, posture improvement, strength, balance and pain improvement.

Classes take place in the Milford Hall and cost £5. Fully accessible venue. Just drop in – no need to book. For more information or to book, follow the link

[Chair Pilates with Music - BS3 Community](#)

Move Together Strength and Balance

A fun, social session comprising gentle seated and standing exercises to strengthen the body and mind at Philip Street Chapel. Now running every second and fourth Tuesday of the month.

Upcoming Dates:

14, 28 October,

11, 25 November

9 December

£2 including refreshments. Everybody welcome. For more information or to book, follow the link [Move Together Strength and Balance - BS3 Community](#)

Move Together Strength and Balance takes place monthly as part of our Tuesday Club which runs weekly 9.30am to 4pm

Fit Robins Work Well

The next cohort of **Fit Robins Work Well**, starts Thursday 23 October. It's aimed at adults (18+) whose physical or mental health is affecting their ability to work. This includes people who are out of work, on sick leave, or finding it difficult to manage in their current role.

Participants will receive support across a range of areas to improve health, wellbeing, and work-readiness, including:

- Rebuilding confidence and motivation through group discussions and goal-setting
- Gentle, ability-based movement sessions to improve strength, flexibility, and energy
- Guidance on sleep, energy management, and mental wellbeing
- Practical tools to manage stress and day-to-day challenges
- Nutrition and healthy eating education
- Habit-building strategies for lasting lifestyle changes
- Supportive conversations about work, purpose, and routines
- Guidance on setting achievable personal goals and tracking progress

The programme runs in two locations:

Bedminster Quaker Rooms: Thursdays 10am – 12noon

Withywood Centre: Thursdays 5–7pm

For more information and to register your interest visit the website [Fit Robins - Bristol City FC](#)

Thank you for browsing through this newsletter. Should you have any questions or feedback please email bnssg.believeinbetterbvm@nhs.net or drop a message into one of the suggestion boxes at our receptions.

