

NEWBRIDGE SURGERY

Dedicated, Quality Care



WINTER NEWSLETTER 2024



Wishing you all a happy Christmas and New Year!

We will be open on Christmas Eve, closed between 25th-26th December and then open again 27th December to New Year's Eve. At all other times when the surgery is closed and you need non-emergency care

please call **111**.

Feedback from Online Triage

We went live with our triage form on the 27th September and have been on a learning journey since.

We understand that some of you have found this change frustrating and we hope that our reception staff have helped you to navigate the new system and submit your forms for GP review.

How are patients submitting requests:

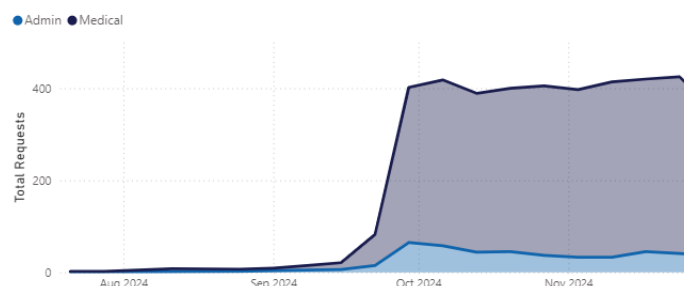
● NHS App ● Reception ● Website



23% are not confident or able to submit the form themselves and are asking our reception team to complete for them, which we are happy to do but if you would like a 1:1 tutorial please ask and if staff are available they will be happy to show you.

Since going live we have received 4,171 requests, with 100+ arriving on Mondays.

Patient feedback has been positive and we hope we have reassured those with concerns. Please continue to feedback considerations for improvements.



The End of an Era



Dr Susan Cooper will be saying her final goodbyes to staff and patients to enjoy a well earned retirement in January 2025.

Dr Cooper joined the surgery in 1989 as a partner and almost immediately embarked on the building of the new surgery here on Newbridge Hill as seen below with Dr Wharton.



Through her role as a GP trainer she has started many GPs on their career path including our own Dr Boyd and was a steadfast constant as our current partnership evolved.

As an out of hours GP and appraiser of GP colleagues her role within the NHS has been significant.

We wish her all the very best.

Dr Anna Gregorowski is leaving, stepping down from the partnership to be a GP elsewhere in Bath. We have all enjoyed working with her over the past 2 years and wish her well.



Immunisations

Immunisations remain vitally important for continued health. Please do not delay booking these or bringing your child to routine child health clinics.

Additions to the Team

Mrs Justyna Smietanka has joined us as an Advanced Nurse Practitioner and will be seeing patients on a Thursday and Friday.

Dr Amy Gwyther will fully qualify as a GP in March 2025 and we are pleased to say is staying on in a GP role. We hope to continue our work becoming more environmentally friendly under her guidance.

Friends & Family Test

How likely are you to recommend us to friends and family if they needed similar care or treatment?



We send a text each month to get feedback and look forward to hearing yours.



We are a

Foodbank Donation Point

In the run up to Christmas please donate much needed food items at our collection point on the waiting room.

Thank you

PLEASE BE PATIENT WITH OUR STAFF WHEN YOU CONTACT THE SURGERY

