

NEWBRIDGE SURGERY

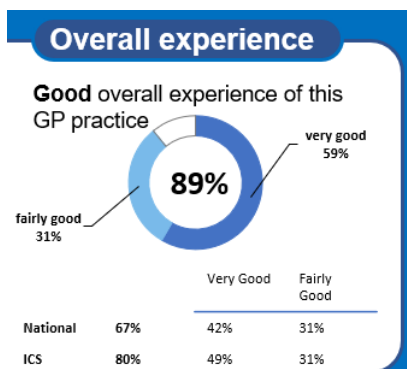
Dedicated, Quality Care

SUMMER NEWSLETTER 2025

GP PATIENT SURVEY

Thank you to those patients that took part in the 2025 National GP Patient Survey. We are pleased to say that Newbridge Surgery had better scores in all areas except 1 compared to the national average.

The area we had a lower score on was for offering patients a choice of location. We do not have a branch site, however patients can be seen in a number of locations through the Improving Access service which runs in the evenings and at weekends. Please ask a Medical Administrator if you want more information regarding this.



89% of patients had a Good overall experience at the surgery.

This is also evident in our **Friends & Family** feedback.

In June 2025 79.6% of patients said they had a Very Good experience with a total of **94.4%** stating good/very good.

If you get a message from us, please respond to help us improve.

2024: 73% of patients had a good overall experience of making an appointment.

We shared your frustration with patient access and in October 2024 introduced Total Digital Triage.

2025: 90% of patients had a good overall experience of contacting us (70% nationally).
75% of you were also offered a choice of time or day compared to 58% nationally.

Unfortunately, ease of getting through to us on the phone has dropped.

2024: 88% of patients found it easy to get through on the phone.

2025: 71% of patients found it easy to get through on the phone.

Total Triage has taken an administrator out of the reception team so they can support the triaging GP and action the days requests. This may have led to the longer queue times in the last year (from an average of 3m 6s to an average of 4m 9s). To help patients we have reviewed the configuration of the phones to offer more patients a ring back function to stop you waiting too long. Now patients will be offered call back if there are more than 4 patients in the queue or have been waiting more than 1 minute.

Once in an appointment overall patient satisfaction has improved, with **95% of patients saying their needs were met** (up from 90%). **96% of patients said they were involved in decisions** about their care and treatment (up from 93%). We also scored well on **support for managing long term conditions at 88%** satisfaction compared to 69% nationally.

90% of patients felt they were treated with care and concern (84% nationally) and **95% of patients felt the healthcare professional had all the information they needed about them** (67% nationally). We always encourage you to see the same clinician for ongoing problems, however only 40% of you were able to speak to your preferred healthcare professional. Whilst this matches the national average we hope to make improvements in this area.

Kay Baker's Retirement

Kay Baker joined Newbridge Surgery 18 years ago as a receptionist in 2007. She progressed to learning healthcare roles, starting with blood pressure and blood tests moving onto to a whole raft of healthcare related skills, including as a stop smoking advisor. Kay along with colleague Liza led the way increasing skills traditionally carried out by nurses and were the first non-nurses locally to administer flu vaccines.

We wish her every well-deserved, enjoyment in her retirement with her new Boxer puppy Bob.



Kate Brown

The nursing team has welcomed Kate Brown.

Kate joins us with a wealth of experience in treatment room duties and chronic disease management.



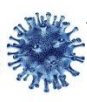
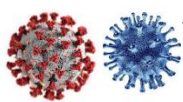
Sign up to the NHS App

67.5% of Newbridge patients (13+) have already signed up and receive the benefit:

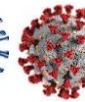
- Secure access to your medical record
- Manage prescriptions
- Book or cancel appointments
- NHS 111 symptom checker
- Proxy access for children

Embracing AI and the Digital Transformation of the NHS

Newbridge Surgery receives an average of 130 documents a day ranging from 111 reports, ambulance summaries, hospital clinic letters (private and NHS) to complex discharge summaries. Traditionally these have been read and filed by a Medical Administrator, with documents requiring GP action forwarded. From October all letters will be 'read' by AI supporting our administrators to ensure all relevant actions and medical codes are extracted and sent to the appropriate clinicians.



Covid and Flu Vaccinations



It may seem to early to think about your protection for Winter but we are already planning our Autumn vaccination campaign. As protection is wanted for patients into the new year we have been advised to only vaccinate patients from **1st October 2025**.

Vaccination will not be available earlier from other providers.

We will be in touch in September for patients to book their dual covid and flu vaccination from 1st October. This is likely to be in the form of a text message with a booking link.

If you do not receive a message or are unable to use the link you can book by phoning reception.

Thank you for your Support

Over the years we have been very fortunate to receive donations from patients to purchase much needed equipment. A recent bequest purchased a new patient couch, replacing an old, fixed couch that could not be adjusted. We hope this will benefit patient patients with reduced mobility.

In the past we have also purchased fixed otoscopes for GP rooms, a hearing loop and children's play equipment for the waiting room.

We don't receive any funding for surgery equipment, so in the coming months we hope to start a formal fund raising drive to continue our surgery improvements for the benefit of all patients.