

# NEWBRIDGE SURGERY

*Dedicated, Quality Care*



## WINTER NEWSLETTER 2025/26



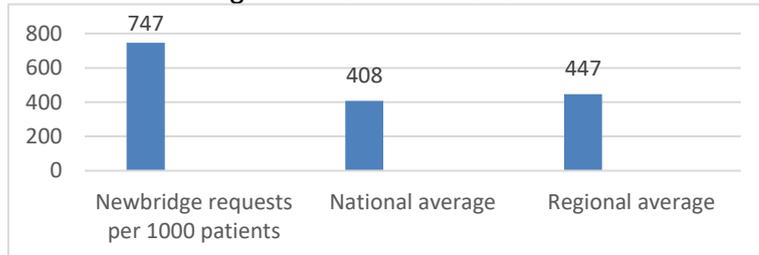
### You & Your General Practice

In October 2025, NHS changed the rules to ensure access to the surgery was equitable between the phone, online and walk ins. The hope was to reduce the 8am rush on the phones and enable patients to book appointments throughout the day.

We have operated the 'total triage' model since October 2024 with all requests for GP appointments coming through the online form. This is then reviewed by a GP to decide who the patients should be seen by and when. Whilst some GP practices have seen demand increase by 20% since the October changes our demand has only gone up by 8%.

In the 6 months leading up to October 2025 we were receiving on average 83 requests per working day. Since October we have received an average of 90 requests per day., with Monday's the busiest day averaging 139 request a day\*.

Data for Newbridge from October 2025:



#### Has the 8am rush stopped since Oct 25?

Percentage of requests between 8-9am:  
25%

Percentage of requests between 9-10am:  
15.6%

That is 40% of requests in the first 2 hours of the day.

How are patients contacting Newbridge Surgery?

In the 6 months leading up the October 2025 triage requests came in:

NHS App 11%      Website 63%      Via Reception 25%

Since October 2025:

NHS App 13%      Website 65%      Via Reception 22%

We are pleased that the number of requests coming in via reception is reducing. The feedback we have had from the GPs is that forms completed by patients themselves offers much better information enabling them to decide a more appropriate outcome. Forms completed by the reception team can often be briefer and with less useful information, even though they ask the same questions.

Where possible we encourage all patients to complete the forms themselves. This will then free up the medical administration team to support those who cannot complete the forms and to carryout their many other tasks that keep the surgery running i.e. process prescription requests, register new patients, process hospital correspondence and referrals.

### Patient Demand vrs Capacity

Routine and administrative requests are open from 8am until we close, however we do switch Medical Queries off at 4.30pm daily. This enables the triage GP time to see patients and process any remaining queries before we close. We still accept urgent requests over the phone and the GP will still deal with these and see you if necessary. This slightly earlier closing of the online form enables safe operating and removes the risk that something very urgent could come in at the end of the day and not be seen by the GP if they are with a patient. Reception will ensure the GP is made aware if an urgent request comes in over the phone.

As you can see from the numbers above we have high demand 45% above the national average. Sometimes, we have more requests than appointments and so can no longer safely operate and have to close the medical request form before 4.30pm. This enables the GP allocated to reviewing the forms to be able to deal with the urgent requests that come in on the phone. Please do not complete a routine care/administration form instead as this may not be reviewed in a timely manner. If you complete the wrong form you will be advised to re-submit. If you call comes in very close to when we are due to close the GP may advise you call 111 to ensure you receive appropriate care going into the evening.

# Feeling unwell? Choose the right service



## Self-care

Hangover.  
Grazed knee.  
Sore throat.  
Cough.



## NHS 111

Unsure?  
Confused?  
Need help?



## Pharmacist

Diarrhoea.  
Runny Nose.  
Painful cough.  
Headache.



## GP (Doctor)

Unwell.  
Vomiting.  
Ear pain.  
Back ache.



## NHS Walk-in Services

If you cannot get to the GP and it is not getting any better.



## A&E or 999

Choking.  
Severe bleeding.  
Chest pain.  
Blacking out.

### How you can help us manage demand

Our website links to the NHS site which has a wealth of information on self-care including how to make a hot lemon and honey drink for a cold!

If you are unsure if you need help or not NHS 111 can advise online or over the phone.

Pharmacists can now consult and prescribe for a number of common conditions including urine infections and eye infections.

You may feel you need a GP's advice and complete our Medical Query form. If you complete our form and the system recognises that you have a condition that could be alleviated with self-help or a pharmacist it will advise you try this first. If you have already tried self-help and continue to feel unwell you will be able to submit the request for GP review.

We have reorganised our website to enable finding self-help advice easier and help you to **choose the right service**.

**\*You can also help us spread demand by not contacting us on Monday for a longstanding problem.**



### Music in the Waiting Rooms

To ensure patient confidentiality we play music in the waiting rooms so that patients at reception or in consulting rooms cannot be overheard. We chose a radio station that is neutral but understand that not all patients will like the choice. We apologise for this and thank you for your understanding.

### 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.



If you have a cold home, this can lead to damp, which is can be challenging to deal with, especially during the winter months. People with conditions such as asthma and COPD, as well as older adults and young children, are particularly vulnerable. See our website for links to support that is available.



### Snow and Ice



In very adverse weather we may have to close the car park as it is on a slope. Some staff may be unable to reach work, however we will remain operational if safe to do so. We will keep you updated if extreme weather affects normal operation.