

NEWBRIDGE SURGERY

Dedicated, Quality Care

SUMMER NEWSLETTER 2026

GP PATIENT SURVEY

The results are in for the 2026 National Patient Survey



92% describe their overall experience of this GP practice as good

ICS result: 81% | National result: 77%

Improvements from Total Triage: In 2025 only 40% of patients said they were able to see or speak to their preferred healthcare professional, this year 70% of patients found this (42% Nationally). A great effort by the triaging GPs to ensure patients see a specific GP or clinician when required. Please always state on the triage form who you would prefer to see and where practicable we will try to facilitate this.

We are pleased to share that 100% of our patients had confidence and trust in the healthcare professional they saw or spoke to and that in all areas related to interactions with a healthcare professional we had improvements from 2025.

In 2024 88% of patients found it easy to get through to us on the phone. In 2025 this dropped to 71% and so we implemented changes and we are happy to report our score has gone up to 83% (the national result is 57%). Remember – we have a call back function if you find yourselves in a queue.

In the 20 areas covered by questions Newbridge Surgery had improved scores in 15 out of 20 areas (75%) and only dropped by 1 or 2% in the others.

We will keep working hard to make improvements where we can. Your feedback to achieve this is always welcome through our monthly Friends & Family surveys or via our website/ at reception.

Thank you.



Covid and Flu Vaccinations

It may seem too early to think about your protection for Winter but we are already planning our Autumn vaccination campaign.

In the past you may have received your flu vaccination from us in September, however as we now routinely give covid vaccinations alongside the flu vaccination and protection is wanted for patients into the new year we have been advised to only vaccinate patients from **1st October 2026***. Vaccination will not be available earlier from other providers.

**Pregnant women and 2 and 3 year olds can be vaccinated in September.*

We will be in touch shortly for patients to book their dual covid and flu vaccination from 1st October. This will 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 in the normal way: 01225 425807.

Welcome to the team! We have been joined by Dr Catherine Napper, GP; Adam Fouracre, Advanced Clinical Practitioner; Sarah Scherer, Nurse Associate and 2 new trainee GPs Dr Thalia Groom and Dr Ana Minguez Budino.

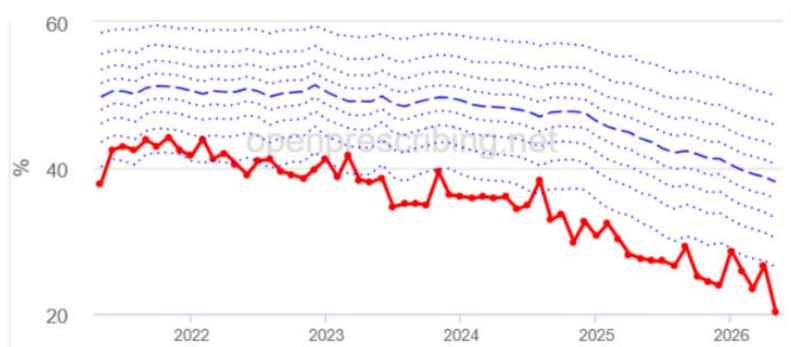


B&NES Wellness Service can support you to improve your health and lose weight.

Get FREE support with a Wellbeing Coach (available at Newbridge Surgery on Tuesdays and Wednesdays) for support with making healthy decisions.

You can self-refer online: <https://communitywellbeinghub.co.uk> or call 0300 303 7050. You can also TEXT COACH to 66777 to request support.

Number of short acting beta agonist (SABA) inhalers - salbutamol and terbutaline - compared with number of all inhaled corticosteroid inhalers and SABA inhalers



Newbridge Surgery is currently in the top 3% of surgeries for low prescribing of salbutamol (SABA) inhalers for asthma.

Why is this good?

Good for the patient: Excess prescription of short-acting beta-agonist (SABA) inhalers is associated with poor asthma control, only offering fast relief but not stopping the underlying airway inflammation and can lead to an increased risk of hospital admission.

Good for the planet: These inhalers account for the majority of inhaler-related carbon emissions and typically use high global warming (greenhouse gas) hydrofluoroalkane propellants.

Discuss switching with your asthma nurse.



In September we will say a fond farewell to Dr Lisa Belton, who first joined us as a trainee GP in February 2019 before qualifying and remaining as a member of the team.

Dr Belton is moving to another surgery and we wish her all the best.



Travel Vaccinations



If you are travelling this summer please book your travel vaccinations in plenty of time. The only ones available on the NHS are: Diphtheria, Tetanus and Polio (DTP); Typhoid; Cholera and Hepatitis A. All other vaccinations must be obtained from a private provider.



Heatwaves!



Climate change means that heatwaves in the UK are more often and intense. Here are some simple ways to help you keep your room or your home cooler in extreme heat.

1. Keep the heat out (keep blinds/curtains closed)
2. Let cool air flow (windows open at night on opposite sides of the house to create a cross-breeze but closed as the temperature outside increases).
3. Avoid using appliances that generate heat during the day i.e. ovens, hobs, washing machines.
4. Drink plenty of water
5. Avoid being outside in the hottest part of the day (2-5pm)
6. Use a cool wet flannel on your face or place your feet in a bowl of cold water.
7. Find a registered cool space <https://livewell.bathnes.gov.uk/cool-spaces-directory>
8. Sleep in the coolest part of the house (usually downstairs) or use your hot water bottle with cold water (if half filled it can be placed in the freezer for a few hours before bed – once used in the freezer never use with hot water again).