



Widcombe Surgery

NEWSLETTER Issue: 3 Autumn 2025



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WELCOME TO OUR PRACTICE NEWSLETTER

👋 Hello from Widcombe Surgery!

Welcome to the third edition of the Widcombe Surgery Newsletter – your seasonal round-up of news, updates, and local healthcare information.

In this issue, we'll share what's been happening at the surgery, upcoming plans for the autumn months, and ways you can get involved to help shape our services and support our community.

We'll also keep you updated on key events, health campaigns, and opportunities to connect – whether that's through our Patient Participation Group or by simply sharing your feedback.

💡 Got an idea or something you'd like to see in the next newsletter? We'd love to hear from you! You can email us at:
bswib.ppg.widcombesurgery@nhs.net

Mark Little
Practice Manager Partner

Looking at our data

Every quarter, we release what we call our GP infographics, which aim to give you an insight into the goings on at your local Practice. We hope you find this infographics insightful.



Widcombe Surgery

In the 3 months between June and August 2025

- 10782 Appointments Completed
- 461 Patients did not attend their appointment
- 234 New Patient Registrations
- 13734 Prescriptions Issued
- 3947 Appointment Requests vis our Online Triage system
- 6063 Calls Answered
- 9033 Number of Patients registered at the Practice



Did not attend (DNA) rate for Widcombe Surgery August 2025

194 Missed Appointments
40 Hours of GP & Nurse Time lost

If you cannot attend your appointment, please let us know so it can be offered to someone else!

Meet our Nursing Team!



Isobel Dewey
Practice Nurse



Kerry Baker
Practice Nurse



Lisa Arthurs
Diabetic Specialist Nurse



Maisy Parks
Nurse Associate



Anna Iwanoska
Nurse Associate



Chloe Miles
Phlebotomist

Our nursing team are here to provide a wide range of care and support for our patients.

Isobel and Kerry, our practice nurses, deliver a wide variety of services to patients of all ages. They carry out wound management, cervical screening, vaccinations, and long-term condition reviews (including asthma and COPD). They are also an important point of contact for lifestyle and health advice, helping patients to manage their conditions and stay well.

Lisa, our diabetic nurse, specialises in supporting patients living with diabetes. She provides regular reviews, monitors blood sugars and medications, and offers education and practical advice to help patients understand and manage their condition. Lisa also works closely with the GPs to adjust treatments when needed and ensure diabetes care is tailored to each individual.

Maisy and Anna, our nurse associates, are important members of the team who work closely with both nurses and GPs. Nurse Associates are qualified professionals who bridge the gap between healthcare assistants and registered nurses. They provide hands-on care, carries out observations and health checks, support the management of long-term conditions, and help deliver treatment plans. They also provides advice and reassurance, ensuring continuity of care across the practice.

Chloe, our phlebotomist, plays a vital role in diagnostic and preventative care. As well as taking blood samples, she also performs ECGs, gives B12 injections, and undertakes NHS Health Checks. Chloe supports both the clinical team and patients by ensuring essential tests and monitoring are completed safely and efficiently.

Together, Isobel, Kerry, Lisa, Maisy, Anna and Chloe bring a wide range of skills and experience to ensure you receive safe, effective, and personalised care. They are a vital part of our practice team and are here to help you stay well and supported.



Supporting the Next Generation of GPs at Widcombe Surgery

We're proud to be a GP training practice, which means we help to develop the next generation of doctors.

Our team includes GP trainees (ST2 and ST3), Foundation Year 2 (F2) doctors, and medical students in their 3rd, 4th, and 5th years of training.

- ST2 and ST3 GP trainees are already fully qualified doctors who have completed their hospital training and are specialising in general practice. They can see patients independently but are supervised and supported by our experienced GPs.
- F2 doctors are also fully qualified and in their second year after medical school, gaining experience across different specialities, including general practice.
- Medical students are still at university, learning how to consult with patients, take histories, perform examinations, and discuss their findings with a supervising GP. They do not make independent decisions about patient care.

Think of them as the future of the NHS – they bring fresh knowledge, enthusiasm, and a commitment to learning, while working closely with our GP team to make sure you receive safe, high-quality care.

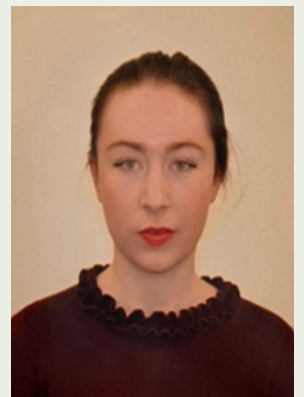
They're a valued part of the Widcombe Surgery team, and by supporting their training, you're helping to shape the doctors of tomorrow.



Dr Rhoda Adu-Boafo –
ST3 GP here until August 2026



Dr Katarzyna Rozcka (Dr Kasia)–
ST3 GP here until August 2026



Dr Isabel Boden –
F2 GP here until December
2026

Seasonal Flu & Covid Vaccinations - Why they Matter

We are now at that crucial time of year and want to ensure you have all the relevant information for Flu and Covid Vaccinations.

Seasonal Vaccinations – Who should have them?

Flu Vaccinations

Children

- Ages 2–3 years (on 31st August) from September
- Children in clinical risk groups aged 6 months to 18 years from September
- Pregnant women from September

All other eligible groups (including adults 65+, carers, and those with certain long-term health conditions) from October 1st

Covid Vaccinations

- Adults 75 and over
- At-risk patients under 75 with certain long-term health conditions
- Pregnant women
- Carers, and frontline health & social care staff

Flu and Covid vaccinations can be given together in the s

How Vaccines Are Given

Flu vaccine

- Children aged 2–18: usually a quick, painless nasal spray
- Children under 2 or where spray isn't suitable: injection in the upper arm or thigh
- Adults: injection into the upper arm
- Egg allergy: Most people with egg allergies can still have the flu vaccine safely. A low-egg version is available if needed — please let the nurse know about any severe allergies when booking

Covid vaccine


- Given as an injection into the upper arm

Why It's Important


- Flu and Covid can both cause serious illness, hospitalisation, and long recovery times.
- Vaccination lowers your risk of severe illness and complications.
- Protects you, your family, and vulnerable people in the community.
- Annual vaccination is needed because flu strains change and Covid boosters are updated for the best protection.

Booking Your Vaccination

- Invitations are sent out in stages by SMS (the quickest way to book), as well as by email and letter.
- Clinics will run at Widcombe Surgery with our efficient one-way system, as in previous years.
- Housebound patients will be vaccinated by BEMS (Bath Enhanced Medical Services) in their homes.



Flu and Covid- 2025/2026



FLU Vaccine Eligibility- September 1st :

- ✓ Pregnant Women
- ✓ All Children AGED 2 or 3 on 31st August 2025 (nasal)
- ✓ All Children in **clinical risk groups** from 6 months to less than 18 years (nasal or vaccine under 2 vaccine)
- ✗ Not eligible: Children under 2 "not at risk"
- ✗ School children without risk groups (available via school)

FLU Vaccine Eligibility- October 1st :

- ✓ 65+ years
- ✓ 18-65 in clinical risk groups
- ✓ Long stay residential care homes
- ✓ Carers
- ✓ Close contact with high immunocompromised individuals
- ✓ Front line workers in social care or healthcare

COVID Vaccine Eligibility (Autumn 2025) October 1st :

(different from last year- eligibility was previously 65+)

- ✓ Adults aged **75+**
- ✓ Care home residents (older adults)
- ✓ Immunosuppressed patients aged 6 months-74
- ✗ Not eligible: Routine 65-74 year olds unless high immunocompromised & healthcare staff



Get your Free Flu Vaccine

Be wise & Immunise

@

Widcombe Surgery

Available from September for:

- Pregnant Women
- Children aged 2-3 and all children in clinical risk groups 6 months-18 years
- Available from October for all other eligible groups

September Flu Appointments - AVAILABLE to book NOW

October Vaccination Clinics

Saturday **4/10/2025** - 830-1230 and 1pm-4pm

Thursday **9/10/2025** - Various Times

Friday **10/10/2025** - Various Times



Further Clinics will be added in due course

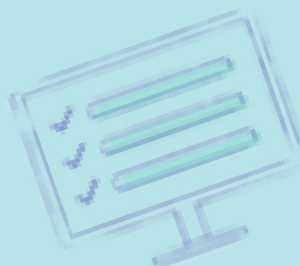
Eligible patients can book using the self-booking link sent by text, or by speaking to a member of the Reception Team

Total Triage - 3 Months in



On 17th June, we introduced our new Total Triage system at Widcombe Surgery, and we're pleased to share the positive changes it has brought.

One of the biggest improvements is that telephone calls to the practice have reduced by nearly 35%


. This means patients who do need to call us can now get through much more easily .





How it works


With Total Triage, patients complete a simple online form  for any appointment or query. Every request is reviewed by a GP the same day , who ensures it is directed to the most appropriate clinician within the right timescale.

Appointments are now offered more efficiently:

 Urgent needs – same day

 Soon needs – within a week

 Routine needs – within two weeks


This approach has increased appointment capacity and cut waiting times , ensuring patients are seen sooner and by the right person.

A better service

We're delighted with the improvements Total Triage has already delivered. More patients are being seen sooner, waiting times have reduced, and telephone access has improved. This new way of working helps us make the best use of our clinicians' skills, ensuring every patient receives safe, effective, and timely care



24/7 access

We now accept administrative requests 24/7 , including fit notes, medication queries, letters, and test results. These can be submitted at any time, without needing to call or wait for the practice to open.

If you haven't used the new forms yet, you can find them [here](#) . All new Medical Requests or follow ups with a GP must be completed using the Triage forms, but don't forget, if you are unable to fill in the forms or do not have access to the internet, you can ring the surgery and we will complete the forms for you.



The screenshot shows the NHS Widcombe Surgery Total Triage web form. At the top, it says 'Widcombe Surgery' and 'Powered by AccuRx'. The main heading is 'What would you like help with?'. Below this is a yellow box with instructions: 'Our triage form is accessible from 7:30am - 11:00pm weekdays. This will be read by a member of the team today, and responded to within 2 working days. If urgent we will respond on the same working day (usually within a few hours). Please keep your phone handy as we may phone or send a text message. Please check your answer messages. For all nurse appointments such as Blood Tests, Cervical Screening or Asthma reviews etc, please ring the surgery directly to book an appointment. If you need more urgent help, call your GP practice. If it's closed, ring NHS 111 online or call 111. In an emergency call 999.' Below the instructions are four 'Available options' with buttons: 'I have an admin request' (Includes fit (sick) notes, test results and repeat prescriptions), 'I have a health problem' (Contact your GP about a new or ongoing problem), 'I want to read online advice' (Read NHS information on conditions, symptoms and treatments), and 'I want to self refer' (Find local services you can access without a GP referral). At the bottom, it says 'Use NHS login to submit your request faster' and has a 'Continue with NHS login' button.



Want to make a difference at Widcombe Surgery?

There is still an opportunity to join our Virtual Patient Participation Group (PPG) and we'd love for YOU to get involved!

Our Virtual PPG is a fantastic opportunity for patients to connect with the surgery team online and help shape the future of healthcare in our community. By joining, you can:

- Share your ideas and feedback to improve services
- Help influence how we support our patients
- Be a voice for the community and promote positive change

All communication will take place virtually through email, SMS, and other digital platforms, making it easy to participate from the comfort of your home.

We're looking for enthusiastic and engaged individuals who want to make a difference. Whether you have lots of ideas, or just want to listen and contribute when you can, we'd love to hear from you!

We are seeking people from all backgrounds, to ensure a diverse range of voices are heard. Whether you are a young adult, a parent, a carer, retired, have a long-term condition or come from a minority background – your input is invaluable.

Interested in joining or want to learn more? Register your interest by sending an email to the address below or alternatively, patients can register their interest on our website

Contact us by email at:

bswicb.ppg.widcombesurgery@nhs.net

Register via our website at:

<https://widcombesurgery.nhs.uk/surgery-information/patient-participation-group>

Thank you for taking the time to read our quarterly Practice Newsletter.

We hope you have found the information relevant and useful. If you have any feedback, please let us know.