



Widcombe Surgery

NEWSLETTER

Issue: 1 Spring 2025

INSIDE THIS ISSUE

PAGE 1

Welcome to our NEW Practice Newsletter, Inside this issue.

PAGE 2

Looking at our data, We're a Veteran Friendly Practice, Social Prescribing, DNA rates.

PAGE 3

Prostate Cancer Awareness, How to get a test, Unwell? Choose Well. Staffing update.

PAGE 4

How to register as a NEW patient.

PAGE 5

Friends and Family Test update - Response snap shot...

PAGE 6

The GP Patient Survey 2025

PAGE 7

Join our Patient Participation Group



WELCOME TO OUR NEW PRACTICE NEWSLETTER

We're pleased to share the 1st edition of our Widcombe Surgery Practice Newsletter.

In our Newsletters, we aim to share Practice news, updates and wider Primary Care messages and announcements, which we will publish on a quarterly basis.

We will continue to let you know of any upcoming events, ways you can get involved, and how you can make a positive impact at the Practice.

Your feedback on this newsletter is welcomed, and we would also be delighted to hear of any ideas and content you would like to see in a future edition.

You can send these to:
bswicb.ppg.widcombesurgery@nhs.

We hope you enjoy this newsletter and look forward to the next copy in the Summer.

Mark Little
Practice Manager Partner

1.

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.

We're a Veteran Friendly Practice!

The veteran friendly GP practice accreditation is a programme run by the Royal College of General Practitioners (RCGP) and NHS England to recognise and support practices in delivering the best possible care for patients who have served in the armed forces.

Widcombe Surgery

is proud to be a veteran friendly practice as we deliver the best care to our veterans. If you are registered with us but unsure if your veteran status is on your record call in to practice and speak to a member of the team who can help you get this added.



WE'RE WORKING HARD TO KEEP YOU WELL

Widcombe Surgery

In the 2 months between January and February 2025, we have:

- 6862 Appointments Completed
- 263 Did not attend appointment
- 122 New Registrations
- 8570 Prescriptions Issued
- 455 Online Appointment Requests
- 5653 Calls Answered
- 9198 Total Patients Registered



Meet our Social Prescriber Rachel Jarai



We have a social prescriber working in the practice who can help you. Social prescribing link workers connect people to help and activity in the community and can help in lots of other ways. The best way to remember what a social prescriber can do, is to consider their help as "non-medical", for example housing, financial and welfare advice, wellbeing support.

Rachel is available to support you. She has an extensive knowledge of the support services that are available within the local community. She is invaluable in helping to signpost and support patients who might benefit from this sort of service.

We're here to help

Healthcare services are here to help



MY LOCAL PRACTICE SOCIAL PRESCRIBER is...



- able to help me with my emotional and mental wellbeing
- knowledgeable in complex social needs which can affect my well-being
- linked in with a network of people or organisations which could help me
- here to help me and others

PLEASE KEEP BEING PATIENT & KIND

#MYLOCALPRACTICE

DNA rate for Widcombe Surgery

February 2025

145 Missed Appointments
25 Hours of GP & Nurse Time lost

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



Prostate Cancer Awareness



Men aged 50 or over can ask their GP for a PSA test, even if they do not have symptoms. Anyone aged 50 or over with a prostate can ask for a PSA test.

A PSA test is a blood test to help check for prostate conditions such

How to get a PSA test

You may be offered a PSA test if a doctor thinks you have symptoms that could be prostate cancer. If you're having treatment for a prostate condition you may be offered regular PSA tests to check how the treatment is working.

Men aged 50 or over can ask their GP for a PSA test, even if they do not have symptoms. Anyone aged 50 or over with a prostate can ask for a PSA test.

There is a risk a PSA test result may not be accurate, and you may be offered tests and treatment you do not need.

You can discuss the benefits and risks of a PSA test with your GP.

A PSA test is usually done at your local hospital or GP surgery, by a nurse or other healthcare professional.

Important

A high PSA does not mean you have cancer. It may be for other reasons, such as an enlarged prostate (benign prostate enlargement)

NHS

Unwell? Choose well

<p>Self Care</p> <p>Minor ailments should be treated at home</p> <p>Minor cuts and grazes Minor bruises Minor sprains Coughs and colds</p>	<p>Pharmacy</p> <p>Local expert advice</p> <p>Minor illnesses Headaches Stomach upsets Bites & stings</p>	<p>NHS 111</p> <p>Non-emergency help</p> <p>Use NHS 111 online if you're unsure what service you need</p>	<p>GP Practice</p> <p>A skilled team of medical professionals</p> <p>Lasting symptoms Chronic pain Long term conditions New prescriptions</p>	<p>Urgent Care</p> <p>Urgent Treatment Centres</p> <p>Breaks & sprains x-rays Cuts & burns Fever & rashes</p>	<p>A&E or 999</p> <p>For emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
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If you can, use online services in the first instance

Mental Health

For urgent mental health help
Text "SHOUT" to 85258 for free from a UK mobile network or scan the QR code to find a local helpline

STAFFING UPDATE

The Practice is pleased to welcome our new staff **Phlebotomist Chloe Miles** who joined in December and **Nurse Isobel Dewey** who joined us this month



We are registering new patients

**SCAN THE QR CODE
TO REGISTER WITH
THE PRACTICE**



The quickest and easiest way to register as a patient is online via our website

Alternatively you can register in person using a form available from reception

<https://widcombesurgery.nhs.uk/surgery-information/register-as-a-patient>



Widcombe Surgery
Reception: 01225 310883

Out of hours: [111](tel:111)

3-4 Widcombe Parade, Widcombe, Bath
BA2 4JT

www.widcombesurgery.nhs.net

Friends and Family Test, February 2025

Response snap shot...



“ Dr Harrington and her students were kind, attentive and I felt listened to and heard. Having moved surgeries my experience at Widcombe has restored my faith in GPs so thank you “

“ I saw Maisy for a blood test on Saturday morning, she was very professional, but also kind and caring and friendly, with some helpful advice for another problem. Thankyou Maisy, and everyone at the surgery for your unstinting care and support for your patients “

FRIENDS AND FAMILY TEST RESULTS February 2025

Number of responses received: 269

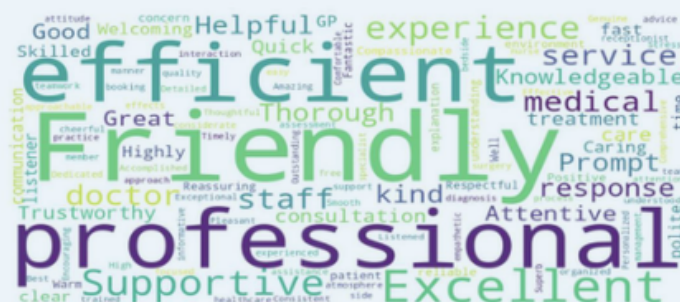
Friends and Family Test Question:

“We would like you to think about your recent experience of our service. Overall how was your experience of our service ?”

Very Good	Good	Neither good or poor	Poor	Very Poor	Don't Know
223	33	6	3	3	1

Therefore 95% of the patients advised that they had a very good or good experience with the surgery.

Thankyou to all patients who completed a feedback survey.





Are you one of the lucky ones?

Each year between January and March the NHS conducts a national survey for patients at all GP practices to gather feedback about the quality of service being offered. The results of this survey are highly valued by the practice staff and help us to make improvements to our services. The survey is very comprehensive and is sent out by an organisation called Ipsos (working on behalf of the NHS) at about this time of year to around 300, randomly selected, patients from **Widcombe Surgery**. This can be completed either online or using the paper copy and pre-paid envelope provided.

If you are one of the lucky patients who have received this **PLEASE, PLEASE, PLEASE** complete and return it to Ipsos.

Our patients have an excellent record of returning this questionnaire, with a response rate approaching 40% over the last three years when the national percentage is just under 30%.

We want to keep our good response rate as high as possible as it gives a much firmer evidence base us to act upon.

If you do receive a questionnaire from Ipsos and have any questions, ask about it, please ask at the surgery or find further information below
<https://www.gp-patient.co.uk/taking-part>



Please help us to help you, by completing the feedback questionnaires and surveys whenever you can.

Thank you.



Want to make a difference at Widcombe Surgery?

We are setting up a brand-new 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 be done 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 members 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 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 to you. If you have any feedback, please let us know.