



Widcombe Surgery

NEWSLETTER Issue: 2 Summer 2025



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WELCOME TO OUR PRACTICE NEWSLETTER

☀ Hello from Widcombe Surgery!

We're excited to bring you the second edition of the Widcombe Surgery Newsletter – your seasonal round-up of practice news, updates, and local healthcare info.

In this issue, you'll find everything from the latest goings-on at the surgery to how you can get involved and make a positive difference in your community.

We'll keep you posted on upcoming events and ways to stay connected – whether that's through our Patient Participation Group or simply sharing your thoughts.

🌻 Got an idea or something you'd like us to include next time? We'd love to hear from you! Drop us a line at: bswicb.ppg.widcombesurgery@nhs.net

Mark Little
Practice Manager Partner

Total Triage - Our new Appointment System

We're pleased to share that our new online triage system went live on 17th June, and we've already seen some great benefits.

Thank you to everyone who has used the system so far — your feedback has been really helpful.

Patients have told us it's quicker and easier to explain their needs, and it helps avoid long waits on the phone.

Behind the scenes, our GPs can now review requests more efficiently and ensure patients are directed to the right person, at the right time.

We've seen a drop in unnecessary appointments, which means we're freeing up more time for those who need it most.

As with any new system, we're still learning and refining things — so thank you for bearing with us and supporting the change.

If you haven't used the new forms yet, you can find them [here](#). 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.



1. The patient contacts their practice.

The patient completes a request online, via their practice's website or the NHS App.

Alternately, they call or visit in-person, completing an online request form alongside a receptionist (we call this Reception Flow). Staff encourage patients to do this form themselves next time.



2. The team triages the request.

All requests enter a central inbox that's fully integrated with the clinical system. This gives staff full visibility of patient demand, helping them assess urgency.

From here, the team can action all requests, triaging patients based on clinical need. They can also save requests to the medical record in one click.



3. The patient's needs are met.

The team resolve requests via SMS messages, by booking an appointment or by signposting patients to other services.

With the use of messaging, patients can also receive important guidance from NHS UK and elsewhere to help them manage their condition.

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.



Armed Forces veteran friendly accredited GP practice

WE'RE WORKING HARD TO KEEP YOU WELL

Widcombe Surgery

In the 3 months between March and May 2025, we have:

- 3873 Appointments Completed
- 461 Patients did not attend their appointment
- 171 New Registrations
- 12589 Prescriptions Issued
- 734 Online Appointment Requests
- 8269 Calls Answered
- 9077 Total Patients Registered



Meet our Pharmacy Team!



Freyja Powell - Clinical Pharmacist



Katy Seager - Senior Clinical Pharmacist



Dafni Panapoulou - Clinical Pharmacist



Saira Searle - Pharmacy Technician



Karen Vickery - Senior Pharmacy Technician



Lisa Jones - Pharmacy Technician

We have a dedicated pharmacy team working in the practice who are here to help you with a wide range of medication-related support.

Our clinical pharmacists and pharmacy technicians are experts in medicines and assist with medication reviews, long term condition reviews such as Hypertension, COPD and Chronic Kidney Disease, repeat prescriptions, side effect advice, and ensuring you get the right treatment for your condition. They can also help with queries about dosage, interactions, and general medication safety.

Think of them as your go-to team for anything medicine-related — they work closely with the GPs to make sure your treatment is safe, effective, and tailored to your needs.

They're a valuable part of the team and are here to support your health and wellbeing.

Did not attend (DNA) rate for Widcombe Surgery March - May 2025

461 Missed Appointments
77 Hours of GP & Nurse Time lost

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





UK Health
Security
Agency

Beat the Heat - Staying Safe in Hot Weather!

Plan ahead



Check the weather
forecast and the news



Plan ahead to
avoid the heat



Schedule activities to
cooler times of the day

Find somewhere cool



Close blinds and curtains
during the day



Go indoors or outdoors,
whichever feels cooler



Avoid closed spaces
like stationary cars

Keep yourself cool



Drink plenty of fluids and
avoid excess alcohol



Wear sunscreen, a
hat, and sunglasses



Cool your skin with water
and slow down

Be safe



Be on the lookout
for signs of heat
related illness



Look after yourself
and check in with
others



Stay safe when
swimming



Get help. Call
NHS 111 or in an
emergency 999

For more information go to: gov.uk/ukhsa/beat-the-heat

Information and Resources: Dehydration - NHS

Signs of mild-to-moderate chronic dehydration



Thirst



Dry mouth,
lips or tongue



Dizzy or
lightheaded
sensations



Urinating less
regularly than
normal



Reduced
appetite



Dehydrated
skin



Headaches



An exaggerated
pain response



Constipation



Muscle
weakness



Feeling tired

Signs of severe acute dehydration



Extreme
tiredness



Extreme thirst



Sunken eyes



Dark yellow
strong smelling pee



Not urinating
in eight or
more hours



Breathing
rapidly



A slow
capillary refill



Dizzy or
lightheaded
sensations



Confusion or
delirium



A low level of
consciousness



A faster
heart rate



Fits (seizures)



A high core
temperature

Signs of dehydration in children and babies



Less active
than usual



Drowsiness



Dry mouth



Fast breathing



Cold and
blotchy hands
and feet



Crying without
tears



A sunken or soft
area on top of a
baby's head



Sunken eyes



Fewer wet nappies
or lighter than normal



Skin Protection, Ankle Swelling

[Swollen ankles, feet and legs \(oedema\) - NHS,](#)

Bites and Stings

[Insect bites and stings - NHS,](#)

Urinary Tract Infections

[Urinary tract infections \(UTIs\) - NHS,](#)

Hay Fever

[Hayfever- NHS](#)

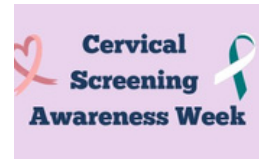
Health Campaigns Summer 2025



9-15 June, 2025



16-22 June, 2025



19-24 June, 2025



9-13 July, 2025



1-31 August, 2025



18th August, 2025

Pharmacy First and Minor Ailments Scheme



The Pharmacy First Service enables community pharmacists to care for patients without the need for the patient to visit their general practice. This, alongside expansions to the pharmacy blood pressure checking and contraception services, will save up to 10 million general practice team appointments a year and help patients access quicker and more convenient care, including the supply of appropriate medicines for minor health problems and illnesses.

Local Pharmacy Details



Boots Pharmacy (Southgate Centre)
Address: 1 Newark Street, Bath, BA1 1AT
Phone: 01225 461251
Opening hours (Pharmacy):
Mon–Fri 08:00–19:00
Sat 08:00–18:00
Sun 11:00–17:00



Widcombe Pharmacy
Address: 4A Widcombe Parade,
Widcombe, Bath, BA2 4JT
Phone: 01225 447924
Website:
www.widcombepharma.com
Opening hours: Mon–Fri 08:30–
18:00; Sat 09:00–14:00;
Sun closed



**Lifestyle Pharmacy & Travel
Health Clinic**
Address: 15 Westgate Street,
Bath, BA1 1EQ
Phone: 01225 465576
Opening hours: Mon–Sat 09:00–
17:30;
Sun closed



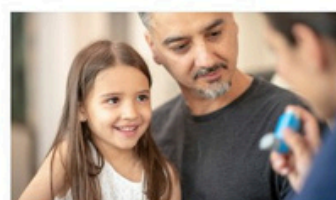
Contact or visit a local community pharmacy for help and support from a qualified healthcare professional for:

Clinical advice and treatment for a range of minor illnesses. If it's something more serious, they can point you to the right place.



Confidential advice on healthy eating, exercise, contraception, stopping smoking and getting your blood pressure checked if you're 40 or over.

Support with taking medicines (including inhalers), managing changes to your medicines and flu and covid vaccinations if you are eligible.



www.nhs.uk/find-a-pharmacy





Friends and Family Test, Year End Summary

Our 'Friends and Family Test' consists of forms, online via website, or by text after an appointment. We send these out every day and collate them monthly.

Thank you for all those that participated in providing feedback through our Friends and Family Test in the last quarter of the 2024-25 financial year.

January 2025 outcomes showed an excellent response rate of **307 patient responses** with an overall positive experience score of **90.0%**.

February 2025 showed a response rate of **269 patient responses** with an overall positive experience score of **95.0%**

March 2025 showed a response rate of **249 patient responses** with an overall positive experience score of **95.0%**

2023-24 Friends and Family Test outcomes against 2024-2025 totals

Year End Apr23-Mar24

FFT% (Responses that gave a positive experience of our service):	91.3%
Total number of responses for the 12 month period:	3212
Total number of 'Positive Responses' for the 12 month period:	2932
Total number of 'Neutral Responses' for the 12 month period:	105
Total number of 'Negative Responses' for the 12 month period:	175

Year End Apr24-Mar25

FFT% (Respondent had a positive experience of our service):	93.1%
Total number of responses for the 12 month period:	3747
Total number of 'Positive Responses' for the 12 month period:	3488
Total number of 'Neutral Responses' for the 12 month period:	97
Total number of 'Negative Responses' for the 12 month period:	162



It's helpful to hear from as many patients as possible as this feedback helps us improve what we do and makes sure we provide a good experience to all of our patients. Scan the QR code to give your feedback.



Want to make a difference at Widcombe Surgery?

There is still an opportunity to join our 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 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.