



# Widcombe Surgery

NEWSLETTER Issue: 5 Spring 2026



## INSIDE THIS ISSUE

### PAGE 1

Welcome to issue 5 of our Practice Newsletter, Inside this issue.

### PAGE 2

Looking at our Data

Missed Appointments - The impact on your surgery

### PAGE 3

Meet the Team

### PAGE 4 & 5

A day in the life of a GP

### PAGE 6

Vaccinations and Preventions

### PAGE 7

The Friends & Family Test

Understanding Appointments & Waiting Times

### PAGE 8

Join our PPG



## WELCOME TO OUR PRACTICE NEWSLETTER



Welcome to our Spring Newsletter from Widcombe Surgery!

As we move into the brighter, warmer months, we're pleased to bring you the Spring edition of the Widcombe Surgery Newsletter – your guide to the latest updates, health advice, and what's happening at the practice.

In this issue, we'll share highlights from the past few months, update you on how the practice is evolving, and provide practical tips to help you stay well this Spring.

You'll also find information on seasonal health topics, service updates, and ways to get involved – whether that's joining our Patient Participation Group or sharing your feedback to help shape our services.

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:

[bswicb.ppg.widcombesurgery@nhs.net](mailto:bswicb.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 January and March 2026

- 10559  
Appointments Completed
- 564  
Patients did not attend their appointment
- 197  
New Patient Registrations
- 13587  
Prescriptions Issued
- 5133  
Appointment Requests via our Online Triage system
- 5485  
Calls Answered
- 8932  
Number of Patients currently registered at the Practice



## Missed Appointments – The Impact on Your Surgery



Between 1st January and 31st March 2026, a total of 564 appointments were missed at Widcombe Surgery.

That equates to 139 hours of GP and nurse time lost.

To put this into perspective:

- That's the equivalent of over 17 full working days of clinical time
- Or enough time to see hundreds of patients who needed care
- It's like having a clinician unavailable for over 3 weeks

Every missed appointment is a slot that could have been used to help another patient – someone waiting for advice, treatment, or reassurance.

We understand that plans change, but even a quick call or cancelling online can make a big difference. It allows us to offer that appointment to someone else who needs it.

If you can't attend your appointment, please let us know as soon as possible.

By working together, we can make sure appointments are available for those who need them most.

### How to cancel your appointment

If you can't attend, please cancel as soon as possible using one of the options below:

- NHS App – quickest and easiest way
- Call the surgery – speak to reception
- Via the link in your appointment reminder text

# Meet the Team!



**Jack Dawkins - First Contact Physiotherapist**

## **Meet Jack – Our PCN Physiotherapist**

**Jack is our First Contact Physiotherapist, working across the Bath Independents Primary Care Network, including here at Widcombe Surgery.**

**He is often the first person you may see for muscle, joint or bone problems, helping patients get the right care quickly without needing to see a GP first.**

**Jack can help with a wide range of issues, including:**

- **Sprains and strains**
- **Sports injuries**
- **Back, neck and joint pain**
- **Nerve-related problems such as sciatica**
- **Osteoarthritis**

**During your appointment, Jack will assess your symptoms, explain what's going on, and agree a plan with you. This might include advice, exercises, or arranging further tests such as X-rays if needed.**

**If required, he can also:**

- **Prescribe appropriate medication, such as pain relief**
- **Provide steroid injections for certain joint or soft tissue conditions**
- **Refer you for ongoing physiotherapy**
- **Refer you directly to hospital specialists, such as orthopaedics**

**With Jack working at the practice, you can get timely access to support from a musculoskeletal specialist with a broad range of experience**

**Seeing Jack directly means you can often get quicker access to the right treatment and avoid unnecessary delays.**



**Jason Beazer- Paramedic**

## **Meet Jason – Our PCN Paramedic**

**Jason is our Primary Care Network Paramedic, working across the Bath Independents PCN, including supporting patients here at Widcombe Surgery.**

**He plays an important role in providing care to patients who are housebound or unable to attend the surgery, helping ensure they still receive timely medical support.**

**Jason carries out home visits, assessing patients in their own environment and managing a wide range of conditions. He can examine patients, make clinical decisions, provide treatment, and liaise with GPs and other services where needed.**

**He is particularly skilled in managing urgent problems in the community and helping to avoid unnecessary hospital admissions where it is safe to do so.**

**Jason can be seen completing many of his visits on his electric bike, allowing him to travel efficiently across the PCN and reach patients quickly – especially in busy urban areas.**

**By having Jason as part of our team, we are able to:**

- **Provide quicker care to housebound patients**
- **Support patients at home where appropriate**
- **Free up GP time for other complex cases**

**Jason is a valued member of the team and plays a key role in delivering responsive, community-based care.**

# A Day in the life of a GP - Dr Hodson



Have you ever wondered what a typical day looks like for your GP? While you may only see me for a 15-minute appointment, a large part of my work happens behind the scenes. Every day is busy, varied and often unpredictable, with a constant need to balance urgent care, routine appointments, and ongoing patient management. Here's what a typical day might look like for me at Widcombe Surgery.

## 8:00am – Starting the day

I usually arrive before clinics begin. The first part of my day is spent reviewing urgent blood results, hospital letters, discharge summaries, and messages from colleagues.

Some of these need immediate action, for example:

- Contacting a patient about an abnormal result
- Adjusting medication
- Arranging urgent follow-up or referral

This early review helps me make sure nothing urgent is missed before the day properly starts.

## 8:30am – 12:30pm Morning Triage

My morning is focused on triage, which is now a major part of general practice.

I review online requests which patients start submitting from 7:30am so there are often a large number of requests waiting as soon as I have logged on. Each one needs careful clinical assessment. These vary widely — from minor issues to more complex or urgent concerns.

For each request, I decide the safest and most appropriate next step. This might include:

- Calling the patient to gather more information
- Arranging an appointment (same day or routine)
- Providing advice or prescribing medication
- Referring directly to another service

Some cases are quick to manage, while others require significant time, judgement and clinical risk management — often without seeing the patient face-to-face.

At the same time, I am also the on-call doctor, which means I support the wider clinical team throughout the morning. This includes helping with queries from nurses, medical students, and GP colleagues, as well as assisting with urgent clinical decisions.

## 12:30pm – Clinical time

At lunchtime, I have clinical meetings or discussions with colleagues. This is where we:

- Review complex cases
- Share advice
- Make sure we are making safe and consistent decisions

I'll often also use this time to catch up on urgent admin that couldn't wait.

If a patient is housebound or too unwell to attend the surgery, I may also carry out a home visit. These can take a significant amount of time due to travel and the often complex nature of the patient's needs.

## 2:00pm – 6:00pm Afternoon clinic

In the afternoon, I usually have a clinic of around 13 patients, each booked into a 15-minute appointment.

These appointments can vary hugely, including:

- New medical problems
- Mental health concerns
- Long-term condition reviews
- Urgent or complex issues

Some patients need significantly more time than allocated. When that happens, I will always prioritise their care — but this can sometimes mean later appointments run behind.

## 6:00pm onwards – The hidden work

Even after clinics finish, my day isn't over.

I will usually stay at the surgery until around 7:00pm, completing a large amount of essential work, including:

- Reviewing and actioning test results
- Reading hospital letters and discharge summaries
- Writing referrals
- Updating patient records
- Following up patients

Each of these tasks requires careful clinical judgement and carries responsibility for patient safety.

# A day in the life of a GP - Dr Hodson

## The part you don't see

A large proportion of my work isn't visible during appointments.

Throughout the day, I am also:

- Managing risk and making complex decisions
- Responding to urgent issues as they arise
- Coordinating care between different services
- Supporting patients with ongoing conditions

This is why days can be unpredictable and why clinics don't always run exactly to time.

## More than just appointments

Although you may only see me for 15 minutes, that consultation is just one part of a much wider process.

Much of my work happens before and after your appointment to make sure your care is safe, thorough, and joined up.



**What you see is just the tip of the iceberg — most GP work happens behind the scenes!**

# Vaccinations & Prevention: Protecting Our Community

Vaccinations are one of the most effective ways to protect children and adults from serious illness. With recent news about Meningitis B (MenB) cases in the UK, we want to take this opportunity to highlight the importance of staying up to date with routine vaccinations – particularly for children.

## Childhood vaccinations

The NHS childhood vaccination programme is carefully designed to protect children at the earliest and safest time.

This includes protection against:  
**Meningitis (including MenB)**  
**Measles, mumps and rubella (MMR)**  
**Whooping cough**

**Polio and other serious infections**  
If your child has missed a vaccination, it's never too late to catch up.

## Why this matters

Diseases like meningitis, measles and whooping cough can spread quickly and become serious, especially in young children.

Vaccines help to:

- Protect your child from serious illness
- Reduce the spread of infection in the community
- Protect vulnerable people who may not be able to be vaccinated



## MenB – what to know

Meningitis B is a serious bacterial infection that can develop quickly.

Symptoms can include:

- Fever
- Drowsiness or difficulty waking
- Vomiting
- Cold hands and feet
- A rash that doesn't fade when pressed
- 

If you are concerned, seek urgent medical advice.

The MenB vaccine is routinely offered to babies as part of the NHS schedule and provides important protection.

## How to check and book

If you're unsure whether your child is up to date:

Check your child's Red Book

Contact the surgery

Speak to our reception team

We can quickly check records and arrange any catch-up vaccinations if needed.

## A message from the practice

We are keen to improve childhood vaccination uptake within our community to help keep everyone safe.

If you have any questions or concerns about vaccines, please speak to us – we're here to help.

# Friends & Family Test - Your Feedback Matters

The Friends & Family Test (FFT) is a simple way for patients to tell us about their experience at the practice and whether they would recommend our services to others.

After your appointment, you may receive a short survey by text message or email asking for your feedback. It only takes a minute to complete, but it provides us with really valuable insight.



## What we do with your feedback:

- We review all responses regularly
- Identify themes and areas where we are doing well
- Highlight areas where we can improve
- Share feedback with our clinical and admin teams
- Use it to make real changes to how we deliver services
- We also use your feedback to help shape our newsletters, improve communication, and support staff development.

## Understanding Appointments & Waiting Times



**We understand that waiting can be frustrating!**

While we aim to run on time, some appointments take longer than planned, especially when patients need urgent care or extra support. This can sometimes delay later appointments.

If you are waiting, it is usually because someone before you has needed additional care.

**What you can do:**

- If you have been waiting more than 15 minutes, please speak to reception
- Let us know if you are unable to attend
- Arrive on time to help clinics run smoothly

Thank you for your patience and understanding – it helps us provide safe, high-quality care to everyone.



# 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](mailto: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.