

BEDMINSTER FAMILY PRACTICE

Phone: 0117 966 3149 • Website: <https://www.bedminsterfamilypractice.nhs.uk>

NEWSLETTER – FEBRUARY 2025

We are pleased to send you another edition of our Practice Newsletter. This edition contains Practice News, updates and announcements which you can expect to receive on a quarterly basis.

Missed Appointments

322

Appointments were missed in January 2025

If you are unable to attend your appointment, please remember to cancel it

Notice of Temporary Closure for Practice Training

The practice will be partially closed on Wednesday 26 February from 08:00 – 13:15. If you have an urgent medical problem which cannot wait until the surgery re-opens, please contact a member of our Navigation Team on 0117 966 3149.

We appreciate your co-operation and patience and apologise for any inconvenience this may cause.

Patient Participation Group (PPG)

A Patient Participation Group (PPG) is a group of volunteer patients, carers and GP practice staff who meet regularly to discuss and support the running of their GP practice. PPGs look at the services the practice offers, patient experience and how improvements can be made to the benefit of patients and the practice.

If you are interested in becoming a member of our PPG, please complete our [Online form](#) or contact the practice for further information.

Welcome, Changes and Goodbyes!

Welcome

Over recent months we have welcomed several new members of the team:

- **Kim, Holly** and **Debbie** have joined the Navigation Team
- **Kyra** is our new GPA
- **Claire** has joined the secretarial team on a temporary basis

Goodbye

- **Megan** one of our Navigation Team has emigrated to Australia
- **Jay** our Trainee Pharmacist Technician has completed his training, and will be moving on to work in secondary care



Partnership Change

After careful thought and consideration **Dr Nick Wilson** has decided to step down from his role as a partner, whilst continuing to remain at the practice as a GP.

His hard work, vision, and commitment have played a pivotal role in shaping the success of the practice, and we are grateful for everything he has done.

Nurse Appointments

Due to ongoing lateness causing the nursing team to run behind, if you arrive more than **5 minutes late** for your Nurse appointment, we may not be able to see you, and your appointment will need to be rescheduled.

Proxy Access

What is proxy access?

Proxy access was developed to allow someone other than the patient to access and manage parts of their GP online services account. The proxy is given their own online access account (rather than using the patient's login details). It is often used by the parents or recognised carers of young children, and recognised carers of adults.

Reasons for proxy access

Reasons for wanting or needing help could include:

- having a physical or mental health condition
- technical barriers, for example not having a computer or a smartphone
- language barriers, for example if it's not easy to access services in English
- practical reasons, for example working shifts or unsocial hours
- age, for example a child may need a parent to manage their GP services

If you're aged 16 or over, you can ask for someone to be your proxy for any reason. It does not stop you having access to your GP services yourself.

Visit [NHS England » How proxy access works](#) for further information or contact the Practice.



New Website

We are excited to announce the launch of our new website, designed to make your experience easier.

We encourage you to share your thoughts and suggestions by using our [Online Feedback Form](#). It's a quick and easy way for you to let us know how we are doing and how we can improve.

Foodbank Vouchers



We have partnered with South East Bristol Foodbank, part of the [Trussell Trust Foodbank Network](#), in order to provide food bank vouchers for help in providing a short term emergency food parcel for families and individuals in crisis. The voucher can then be exchanged at a food bank for a food parcel.

In order to obtain a Voucher please speak to a member of the Navigation Team at the practice.

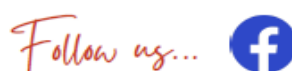
Have you had your flu vaccination?

If you are over 65 and have not yet had your [Seasonal Flu Vaccination](#), we would recommend you book for this as soon as possible due to the high number of current cases. These can be booked at the reception desk, on the phone or using the online [Klinik Form](#)



Your local pharmacist (chemist) is your healthcare expert on the high street. Pharmacists provide confidential, expert advice and treatment for a range of common health conditions and will be able to help you decide if you need to see a GP or other health service if necessary. No appointment is needed, and many have separate consulting rooms for completely confidential advice.

[Think Pharmacy First](#)
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