

BEDMINSTER FAMILY PRACTICE

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

NEWSLETTER – MAY 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

227

Appointments were missed in April 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 Thursday 17 July from 12:30. 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. The practice will re-open on Friday 18 July @ 08:30.

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

Patient Participation Group

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.

If you are interested in becoming a member of our PPG, please complete our [Online form](#) or contact the practice for further information. Our next meeting will be held on 25 July 17:30 – 19:30. We can provide a link for people who wish to attend virtually.

NHS Pharmacy Contraceptive Service

You can now access the **Pharmacy Contraception Service (PCS)** at selected community pharmacies to **start or continue the pill**. Pharmacists can also provide **ongoing checks**.

We can **direct patients** to a participating pharmacy, you can **self-refer** directly by presenting at a pharmacy or by using this link [Contraception Services - My Local Surgery](#) which can also be accessed via Klinik

Welcome and Goodbye!



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

- **Megan** is the latest member of our Nursing Team
- **Rachel** is our new Practice Social Prescriber
- **Dr Mellor** will be re-joining us as a Salaried GP in July, working 4 sessions per week



- **Karen** our Social Prescriber has made the decision to retire from the NHS. We wish her all the best for the future!



To ensure we can provide you with the best possible care, it is important that the contact details held on your medical record are correct.

This includes your phone number, email address, and home address. Having the correct information helps us keep you informed about appointment reminders, test results, and important updates. If any of your details change, please notify us as soon as possible so we can update your record.

Monday Development Sessions for Navigation Team

This is a reminder that every **Monday between 12:30 and 13:30**, our phone lines are restricted to urgent calls only for Navigation Training. If your call is not urgent, you were asked to call back after this hour.

Upcoming change for 1 week only: For the week commencing **30 June**, the training will take place on **Tuesday, 1 July** instead of Monday. The session will run from **12:30 until 14:00**, as it will include mandatory life support training for our staff. Thank you for your understanding and cooperation.

Cervical Screening

Cervical screening, which used to be called smear test, is a test to check the health of the cervix and help prevent cervical cancer. It's offered to women and people with a cervix aged 25 to 64.

Cervical screening is one of the best ways to protect yourself from cervical cancer, the screening helps find any abnormal changes before they can turn into cancer. The test checks a sample of cells from your cervix for certain types of human papillomavirus (HPV). *If you have a cervix and have had any kind of sexual contact, with a man or a woman, you could get [cervical cancer](#). If abnormal cells are found, they can be treated so they do not get a chance to turn into cervical cancer which is why its so important to attend when you receive your cervical screening invitation letter.*

For more information please visit: [Cervical screening - NHS](#)

Deaf Awareness Week

More than 18 million adults in the UK are deaf or have hearing loss. Over the last year, two thirds of our communities have experienced negative attitudes from others. We can all play our part to be more deaf aware, both at work and in daily life.

If you are deaf or have hearing loss [@RNID](#) we have some tips you can use to help people better understand your communication needs.



Mental Health

Anxiety is often triggered by the body's "fight or flight" response, a natural survival mechanism activated when a threat is perceived. This response prepares the body for immediate action, either to confront the danger or escape it.

Recognising triggers

Identifying situations or thoughts that trigger the fight or flight response can help individuals develop coping strategies.

The 2 main coping strategies that reduce the fight or flight response are:

1. Relaxation techniques

Practicing relaxation techniques like deep breathing, meditation, or muscle relaxation can help calm the nervous system.

2. Exercise

Regular physical activity can help release tension and improve overall well-being. If anxiety is affecting your quality of life, it is an indicator that you should book an appointment with your GP or practice Mental Health Worker.

This year, [Mental Health Awareness Week](#) will take place from **12 to 18 May 2025**

The theme for 2025 is '**Community**', and we want to use Mental Health Awareness Week to celebrate the power and importance of community. Being part of a safe, positive community is vital for our mental health and wellbeing. [Communities](#) can provide a sense of belonging, safety, support in hard times, and give us a sense purpose.


It's not too late to Donate!

[Nick's fundraiser for OTR Bristol](#)



Thank you to everyone who has donated to Dr Nick Wilson's charitable marathon for [Off the Record](#), which is due to take place next month.

We send our good wishes to Nick and his family. We will keep you posted!

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You said, We Listened: Your Questions Answered

1. Bulk Texts

You asked: *Why do I get texts from the practice?*

We answered: We use text messages to send appointment reminders, health information, and important updates. Make sure your contact details are up to date, so you don't miss out.

2. Lateness and GP Delays

You asked: *Why can't I be seen if I'm late, but the GP can run behind?*

We answered: We ask all patients to arrive on time so we can run clinics smoothly. If you're late, we may not be able to see you and you'll need to rebook. GPs sometimes run late because they're supporting patients with more complex needs. We appreciate your patience and understanding.

3. Choosing a Particular Doctor

You asked: *Can I see a specific doctor?*

We answered: Yes, you can request to see a specific GP, and we'll do our best to accommodate you. Please be aware this might mean a slightly longer wait.

4. Keeping Your Details Up to Date

You asked: *Why does the practice need my current details?*

We answered: It's important we have your up-to-date phone number and address so we can contact you about your care and send reminders.

5. Missed Appointments (DNAs)

You asked: *Why do missed appointments matter?*

We answered: Every missed appointment (DNA) could have been offered to someone else. In April, we had **227 missed appointments**. Please cancel in advance if you cannot attend.

6. Klinik Closure

You asked: *Why is the Klinik online service not always available?*

We answered: Sometimes Klinik is closed when demand is very high, so we can manage requests safely. If you have an **urgent same-day need**, you can **still call the practice**—our care navigators will complete a Klinik form on your behalf for clinical triage.

7. Registering Made Easy

You asked: *How can I register easily?*

We answered: New patients can now register quickly using a **QR code** and receive a welcome text with all the info they need. Ask at reception or visit our website to get started.

The Friends and Family Test



The Friends and Family Test is a quick way to tell us about your experience at our surgery. Your feedback is anonymous and helps us improve our service.

The Friends and Family link is sent via an automated service each time you attend an appointment at the practice. It only takes a minute, and your opinion matters!

The comments are discussed at management meetings to look for areas of development and for positive feedback for staff.

Between February and March 2025, we received 376 responses.



- 'Always brilliant service ... and Dr's are very friendly and welcoming'
- 'I had kind and thoughtful attention from 3 practitioners (post operative wound) with ongoing advice and help'
- 'Very good communication skills and explanations during the review'

Continuity of Care

When you regularly see the same GP or care team, we get to know you and not just your medical history. This ongoing relationship helps us notice changes early, manage long-term conditions more effectively, and provide care that is tailored to your unique needs. It also means fewer repeated tests, clearer communication, and more consistent support. For ongoing general health problems, you can request a GP by name on your Klinik form.

Continuity of care isn't just convenient—it's a key part of staying well.