

Bridge Street Medical Practice

Patient Newsletter

Edition: July 2026

Welcome to our Latest Newsletter

Welcome to our latest patient newsletter. In this edition, we celebrate our fantastic Race for Life fundraising success, welcome several new members of staff, highlight our new interpreter service and Work and Health Programme, explain the expanded RSV vaccination programme and share an update from our Patient Participation Group. Thank you for your continued support of Bridge Street Medical Practice.



Help Reduce Missed Appointments

Last quarter, **313** appointments were missed because patients did not attend. If you can no longer make your appointment, please let us know as soon as possible. This allows us to offer the appointment to another patient who needs it and helps us make the best use of valuable NHS resources.

Practice Updates

Race for Life Success

Our Bridge Street team raised an amazing **£3,841.46** by taking part in the Race for Life (Pretty Muddy 5K). Thank you to everyone who donated and supported us in raising money for Cancer Research UK.

🌸 Happy Retirement, Marjan

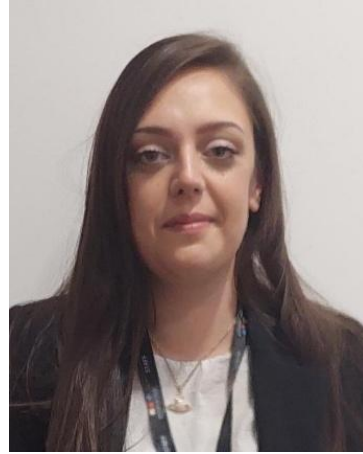
We would like to thank Marjan for her many years of dedicated service and wish her a long, happy and well-deserved retirement.

👋 Welcome to Our New Team Members

We are delighted to welcome **Dawn Coleman**, our new Practice Nurse, and **Jessica**, our new Receptionist, to the Bridge Street team.



Dawn



Jessica

💬 Service Improvements

- We now have a new interpreter service, giving patients access to interpreters in more than 450 languages, including the ability to pre-book an interpreter for appointments.
- Need help returning to work? Our new Work and Health Programme can support patients looking to return to employment, build confidence or access training and local opportunities. **If you would like to access this service, please speak to our reception team, who can arrange an appointment with Shaena.**

📅 Appointments & Access

Appointments can be booked by telephone, online, via the NHS App or SystmOnline.

Same-day appointments are available where clinically appropriate.

For the latest practice news, services, opening hours and health advice, please visit www.bsmp.co.uk.

★ Service Spotlight

Did you know you don't always need to see a GP for muscle, joint or back pain?

Our First Contact Physiotherapists are highly trained specialists who can assess, diagnose and advise you without needing a GP appointment.

Meet Our First Contact Physiotherapists

- Mohammed Ahsan (*Male*)
- Kelly Aelberry (*Female*)
- Salim Teffahi (*Male*)



Protect yourself against RSV

Respiratory Syncytial Virus (RSV) can cause serious chest infections, particularly in older adults and newborn babies.

You may be eligible if you are:

- aged 80 or over
- living in a care home for older adults
- pregnant (from 28 weeks)



The Power of Patient Participation

PPG News

I joined the PPG three years ago because like so many patients I was frustrated with the appointment system and I wanted it to change. At the time my wife was suffering badly after two operations and needed help from the Practice. Hanging on the telephone for an hour or more only to be told “to call again tomorrow as all the appointments have gone” was, as you can imagine, highly unsatisfactory and distressing for us both.

With the input of my fellow members the Practice responded very positively to our requests and introduced changes which thankfully have transformed the appointment system. They invested in an expensive new telephone system which enabled calls to be answered more

quickly and a call back option whereby you don't lose your place in the queue. There are also on-line options to make pre-bookable appointments and seek medical advice for non-urgent conditions. I have used both options several times myself and found them useful.

Whilst the changes to the appointment system are a vast improvement there will be occasions when there are peaks in demand from their 8,500 patients. They average 1,300-1,400 appointments per week at the surgery even though they are only paid by the NHS for 640 per week. During the last PPG meeting Dr Eveson, the Senior Partner shared her frustration with the members over the unfairness of the funding, the effect it has on financing extra appointment capacity and changes the NHS are proposing which will reverse some of the significant improvements in appointments that have been made at the Practice.

During our last meeting we agreed to try to prevent these changes happening. Afterwards I contacted our MP, Dr Jeevun Sandher who was very understanding and sympathetic to the cause. He kindly agreed to write to the Minister for State for Care in the Department of Health and Social Care on our behalf. As he had been so helpful I decided to invite him to visit the Practice to meet Dr Eveson, Dr Borrill and the Practice Manager so they could explain in more detail all their concerns. We gave him a tour of the Practice; he met the team then we had an excellent meeting and are now waiting for the Minister's response.

These are examples of the 'Power of Patient Participation' which you could influence by joining the PPG. We are keen to ensure that the PPG is more representative of the patient cohort and are seeking new members. Why not come along to our next meeting and find out for yourself. The way to do this to contact the Reception Manager Kaylee by email at bridge.street@nhs.net who will provide you with the information you need.

I never expected to join the PPG, to find it so interesting, so influential and rewarding by giving something back for all the wonderful help we've had from the Practice for so long.



Bridge Steet Team Meeting with our MP, Dr Jeevun Sandher

Thank you for reading

Thank you for taking the time to read our latest newsletter. We hope you've found it informative and helpful.

If you have any comments, suggestions or ideas for future editions, we'd love to hear from you. Thank you for your continued support of Bridge Street Medical Practice.