

New Team Members

We would like to welcome the following new team members to the surgery; Lucy Ward has joined our medical secretary team, Lynn Bond joins our operations team as a medical administrator. Darcy Mudd has joined our reception team and Kate Freeman joins our HCA team.

Dr Hateley who has been providing maternity cover this past year will also join us on a permanent basis from January.

Christmas and New Year Opening Hours

The surgery will be closed on the following days over Christmas and New Year. The 25th & 26th December and the 1st of January. Should you need any medical assistance on those days please call 111 or in the case of an emergency call 999.

What is the Patient Participation Group or PPG?



The PPG is a small group of volunteer patients of the Old Bridge Surgery working in partnership with the practice and meeting regularly to discuss items of importance to patients and practice. The NHS requires every practice to have a PPG.

Why should I join?

You have been to the surgery as a patient, parent, carer, or friend. Your experiences matter and you can bring different ideas to the practice to help with making improvements.

What does the PPG do?

- acts as long-term, critical friends to the practice to identify, agree and deliver short-term and long-term improvements that will benefit patients and the practice.

- fosters communication with the wider patient population, building stronger patient-doctor relationships.
- encourages more patients to give their views about how the practice is doing.
- provides practical support to the practice.
- meets 3 or 4 times a year - if you cannot make meetings then do not worry, you can still be part of a virtual group and be involved that way.

More information about the PPG is on the Old Bridge Surgery website and you can contact the PPG direct via Facebook, Instagram, or email ppg@looe.info

Female Health Services

We are pleased to announce that one of our clinicians can now fit the contraceptive implant, there are plans to book clinics over the coming months, therefore if you need a replacement, or are out of date or want to discuss this option of contraception please contact the surgery to register your interest.

Wait times for phone and in person appointments over the last 12 months

The below table is produced from NHS data and shows the number of telephone and in person appointments by waiting times to see either a GP or other clinician over the past 12 months at Old Bridge Surgery.

Wait Time for Appt	GP	Other Clinician
Same day	25,061	3,175
1 day	4,422	1,883
2-7 days	1,813	8,606
8-14 days	1,301	10,069
15-28 days	1,469	5,763
28 + days	2,265	2,981

Surgery Blood Pressure machines

For any patient that has still got one of the surgeries blood pressure machines at home that is no longer needed could you please return it to the surgery at your earliest convenience, thank you.

We wish all our patients a peaceful and enjoyable festive break. Best wishes from the GP Partners and all of the staff at Old Bridge Surgery.

