

We hope you have been able to enjoy this prolonged spell of hot weather, should you need any advice during this period you can find NHS resources at www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather

Team Changes

We would like to welcome the following new team members to the surgery.

Neil Jennings and Jamie Weller join our Advanced Clinical Practitioner Team supporting our GPs on the daily duty list as well providing our home visiting service.

Other internal changes see our Lead Practice Nurse; Laura Taylor move into a trainee Advanced Clinical Practitioner role as she moves into the last year of her master's degree. Lucy Strang has now been promoted to the Lead Nurse role.

One of our reception team, Darcy Mudd has completed her phlebotomy training and will now start working in clinics.

Lastly, we say goodbye to Jodie Blee one of our long-standing HCA team members as she takes time to be with her young family.

A message from our Patient Participation Group



“The PPG in the past 3 months have actively obtained feedback via a survey of the services the surgery provides to their patients, gathering responses from 215 patients.

This has been presented to the surgery and the results have been published on the PPG Old Bridge Surgery Facebook page.

The PPG consider this a valuable exercise, and we propose to undertake an annual survey to establish trends we can pass on to the practice partners for their attention and consideration.

The promotion of NHS advice and guidelines of heat stroke, insect bites, Diabetes, Heart conditions, Kidney disease, Respiratory conditions etc was shared by Facebook on behalf of the practice on our PPG Facebook page and Instagram and this advice and suggestions are well worth following when access to clinicians is rare and valuable.

Did Not Attend statistics are reducing with around 310, 15-minute appointments, averaging in the prior 3 months. This deprives patients of around 46 hours of clinician's face to face appointments in the 3-month period which you would agree is quite unacceptable. Please make sure you can attend appointments and if not, the surgery is notified well in advance

Meetings for the PPG take place four times a year and anyone who is a registered patient can join with constructive suggestions and comments. Our role is a collaborative partner with the practice who have a mutual interest in the experience any patient can expect from the surgery staff and clinicians.

We would like you to join us, so please contact by email ppg@looe.info if you can give a few hours of your time to help shape the services your practice can provide."

Complaints Data over the last 12 months

On an annual basis we provide a return on the complaints handled in that period. In the previous 12 months we have dealt with thirty formal complaints, which are all fully investigated with a full written response being provided.

Of these thirty complaints we fully upheld six of them, partially upheld a further four and did not uphold twenty. Analysis of the nature of these complaints did not show any trends.

Non urgent requests

A reminder that you can contact the surgery for non-urgent, routine and administrative purposes via the online system on our website. The link is [Contact us about your request - Accurx Patient Portal](#)

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Waiting times for appointments over the last 12 months

The below table is produced from NHS data and shows the number of appointments by waiting times to see either a GP or other clinician over the past 12 months across a total of 81,937 appointments.

53% of our appointments were face to face, 2% were home visits and 45% were by phone

Wait Time for Appt	GP	Other Clinician
Same day	24020	12282
1 day	4408	1912
2-7 days	2036	8593
8-14 days	1376	9755
15-21 days	1382	5806
22-28 Days	1535	2993
28 + days	2507	3332

Friends and Family Test

Thank you to everyone that has completed one of our surveys over the past few months, feedback is essential to ensuring we continue to provide the very best levels of service.

This survey rates how likely you would be to recommend us to a friend or family member and is used across all GP practices in the country.

Rating	Apr	May	Jun	Jul
Extremely likely	308	304	333	381
Likely	46	54	67	66
Neither	9	17	12	22
Unlikely	4	0	6	7
Extremely unlikely	5	3	9	14
Don't know	2	3	2	3
Total responses	374	381	429	493
Not recommended %	2%	1%	3%	4%
Neither/Don't know %	3%	5%	3%	5%
Recommended %	95%	94%	93%	91%

Winter Vaccinations: Protect Yourself this Winter

Our winter vaccination campaign will begin in **September / October**, and we'll be inviting eligible patients to come forward for their seasonal vaccinations in line with guidance.

Vaccinations help protect you, your family and the wider community from serious illness during the winter months. Depending on your age and circumstances, you may be eligible for **flu, COVID, RSV, pneumococcal or shingles vaccinations**.

Please look out for invitations from the practice and take up the offer when contacted.

We'll share further information about how to book your vaccination as the campaign gets underway.

Patient Car Park Barrier

We appreciate that the patient parking system is not perfect, however, Looe Town Council had been inundated with complaints about the misuse of the facility, and we were regularly informed by patients that there was nowhere to park.

The changes to the barrier system and entry requirements have mitigated this issue completely, whilst sometimes there may be a queue to access the facility there will almost always be a place for patients to now park. We know that sometimes this may be frustrating but overall, it is a better system. On that note....

A Reminder About Respecting Our Staff

Our team is committed to providing the best possible care and support for all patients. We kindly ask that everyone always treats our staff with courtesy and respect.

Please remember:

- Our doctors, nurses, receptionists, and administrative staff are here to help.
- We understand that illness and delays can be frustrating, but abusive, aggressive, or threatening behaviour is never acceptable.

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- We operate a **zero-tolerance policy** towards verbal abuse, harassment, discrimination, or violence.
- Respectful communication helps us maintain a safe and welcoming environment for everyone.

Thank you for your understanding and cooperation. By treating each other with kindness and respect, we can continue to provide high-quality care for our community.

We hope you enjoy the rest of the Summer.

Best wishes

The Partners, Old Bridge Surgery



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