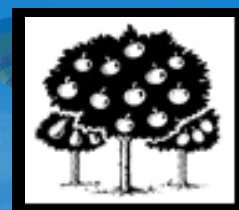


ISSUE (13) - JULY - 2025

THE ORCHARD GRAPEVINE

The Official Patient Newsletter for The Orchard Medical Centre,
Kingswood



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Staff Joiners and Leavers

In July, we said a fond farewell to our ST3 (third-year GP trainee) doctors, **Dr O'Sullivan** and **Dr Nagula**. We thank them for all their hard work and wish them the very best in their future careers.

We're pleased to welcome two new ST3 trainees to the practice:

- **Dr Broadie**, who will be with us until October
- **Dr Akinsola**, who will be supporting the team for the next year

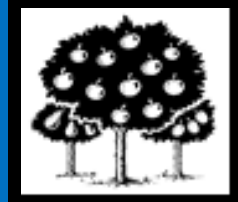
We're delighted to announce that **Dr Alice Cooper** has now joined the partnership, moving from her previous role as a salaried GP. Congratulations, **Dr Cooper**!

Want to stay in the loop about important news / updates?

Follow our Facebook
Page!



[https://
www.facebook.com/
theorchardmedicalcentre/](https://www.facebook.com/theorchardmedicalcentre/)



Help shape the future of your practice

Would you like to be part of a team
that helps improve your GP practice?

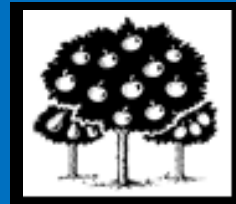
Join us to discuss issues affecting
you and other patients.

The PRG is an online group of volunteer patients working with the practice, giving a patient's perspective. They give constructive feedback; help engage with the community and work with the practice on the development of services.

If you are interested in joining the PRG as a volunteer, you can:

- Fill out a PRG Form on our website
 - Phone us on 0117 980 5100
- Ask for an application form at reception.

We hope to hear from you soon!



FRIENDS AND FAMILY

TEST RESULTS JULY 2025

VERY GOOD	419
GOOD	68
TOTAL	521
PERCENTAGE POSITIVE	93.47%

HIGHLIGHTS

“The call back option on the phone line is very useful. Reception Staff are always polite and helpful. My query was dealt with promptly and efficiently. My appointment was not rushed and the nurse made sure that I had and understood all of the information that I needed.”

“Very polite and concise. A pleasure to have my mind put at ease today with the help offered by all members of staff.”

“My appointment was in regards to mental health. The doctor was very understanding, approachable, she listened to me and didn't judge. She gave me lots of advice and sent me so many links for further help. Thank you.”



JUNE - JULY 2025 **APPOINTMENT**

Jun-25

Jul-25

Total Appointments Booked:		4959
A big thank you to:	We were sad to see:	
4774	185	
Attended Appointments	Appointments were not attended	
96%	4%	

Total Appointments Booked:		5847
A big thank you to:	We were sad to see:	
5591	256	
Attended Appointments	Appointments were not attended	
96%	4%	

We regularly monitor how we perform as a practice so we can improve services for patients.

Last month we had a 95.62% attendance rate. Only 4.38% of patients did not attend, or cancel prior to the appointment time. There are a number of ways you can cancel to free up valuable appointments for other patients:

- Through the NHS app (See page 4)
- Through the check and cancel option on the practice's line (Option 1)
 - Through the website

We appreciate our patient's turning up on time as this helps the day run as smoothly as possible.

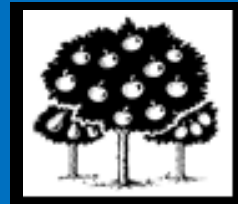


Ordering repeat prescriptions with the NHS App



Step-by-step
instructions
for patients

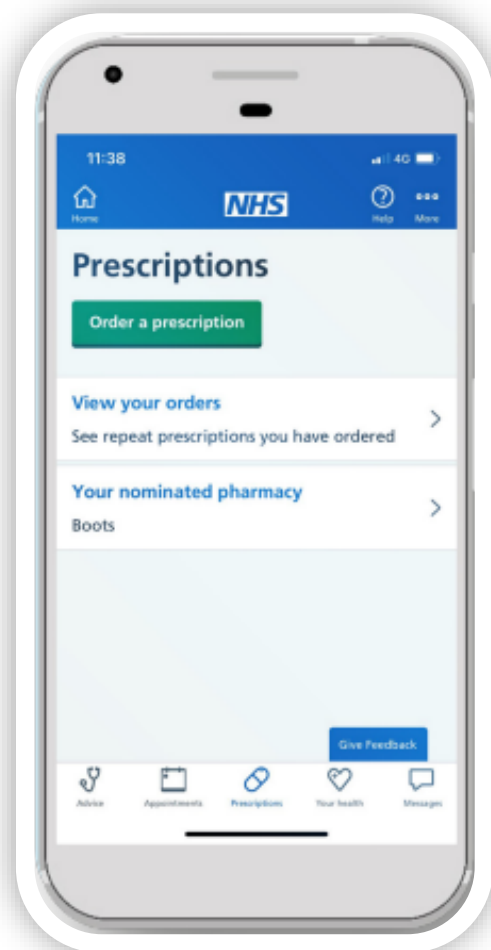




ORDERING REPEAT PRESCRIPTIONS

Once you have logged into the app:

1. Select the '**Prescriptions**' icon in the bar at the bottom of the screen.
2. Choose which pharmacy your prescriptions will be sent to. This is called your '**nominated pharmacy**.'
3. Select the green '**Order a prescription**' button at the top of the prescriptions page.
4. You can only order repeat prescription items on the NHS App. So, if you have one, choose '**A repeat prescription**' and select '**Continue**'.
5. Check the prescription is going to the right pharmacy. If the pharmacy is the right one, select '**Continue**'.
6. Choose the medicines you need and select '**Continue**'. Then select '**Confirm and order prescriptions**'.
7. You are finished. Your request is sent to the GP for approval and then sent to your nominated pharmacy for collection.









Preparing for Treatment

FREE online support to help you prepare physically for cancer treatment




This 2–6 week online programme combines self-guided tools with live sessions led by our Cancer Nurse, Exercise, Nutrition and Wellbeing Specialists

Self-Guided

-  Mind-body tools for anxiety and sleep
-  Understanding nutritional needs before treatment
-  Movement videos for strength and stamina
-  Core rehab, scars and lymphoedema awareness

Live Interactive

-  Strength & Stamina
> Tuesday 5pm
-  Fortnightly Live Group Check-in with our Cancer Nurse Specialist
> Thursday 12pm
-  1-2-1 Support if you have more complex needs.

For more information & to join

Please contact us at

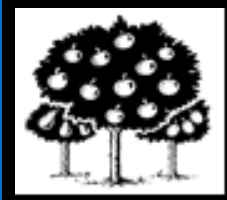
prehab@pennybrohn.org.uk

or phone Client Support on 0303 3000 118



Penny Brohn^{UK}

Cancer wellbeing for everyone



Energise

An exercise programme for people affected by cancer

“Exercise helped me return to doing the activities I love”

“I got fitter so I could get through chemotherapy and surgery”

 **STEPS TO HEALTH**

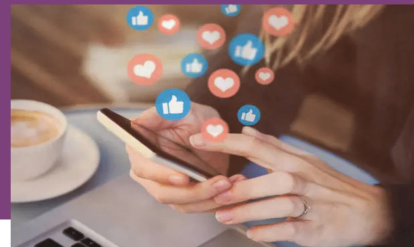
A 12-week exercise programme delivered and supported by our trained Instructors.

FREE to attend at Hengrove Park Leisure Centre until 31 March 2026

To get started contact the admin support team
Tel: 01174145550
Email: proactiveproject@nbt.nhs.uk



We would like to hear about adults' experiences of using social media



South Gloucestershire's Safeguarding Adults Board wants to find out about adults' experiences of using social media to help understand what people need to make sure they have positive experiences when accessing social media.

If you are an adult living in South Gloucestershire, we would like to hear your views in relation to:

- Which social media apps you use
- How you access social media
- How old you were when you started using social media
- What you like about social media
- What you don't like about social media
- Whether you have ever experienced anything on social media which worried you or made you feel uncomfortable
- What you think people need to know about using social media to help them have fun and stay safe

It will take about 10 minutes for you to provide your views and they will be completely anonymous. You can provide your views until 29th August 2025.

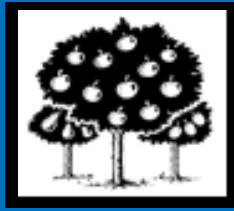
All feedback will be used by the Safeguarding Adults' Board to help improve the support available for adults' living in South Gloucestershire.

To provide your views you can scan the QR code or follow the link here:



<https://forms.office.com/e/yveBMfNX0i>





THE ORCHARD MEDICAL CENTRE

The Orchard Grapevine — Issue 13 — July 2025
The Orchard Medical Centre, Kingswood.

How Have We Done?

We would love to hear your thoughts about your recent experience to help us improve our services. To provide feedback, you can:

Visit the 'Care Organisation' Website here: <https://www.careopinion.org.uk>

Leave feedback using the Friends and Family Test: <https://orchardmedicalcentre.co.uk/services/managing-your-health-online/online-forms/nhs-friends-and-family-test/friends-and-family-test-results/>

Or, speak to staff on 0117 980 5100.