

ISSUE (12) - JUNE - 2025

THE ORCHARD GRAPEVINE

The Official Patient Newsletter for The Orchard Medical Centre,
Kingswood



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PRESCRIPTIONS TELEPHONE LINE

How Does it Work?

- Patients can call our main number and select option 3 (prescriptions) to be directly connected to the script team.
- Outside these hours, calls will be redirected to our health navigators.
- This line is specifically for prescription-related enquiries. Prescription requests should still be submitted through our usual channels: NHS App, our website, paper requests, or via the pharmacy.

What will this help us to achieve?

- Improve patient experience by offering direct access to the prescription team, helping get things 'right first time.'
- Support our Health Navigators by reducing the number of Prescription-related calls they receive.

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

Follow our Facebook
Page!



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



Friends and Family Test Results
June 2025

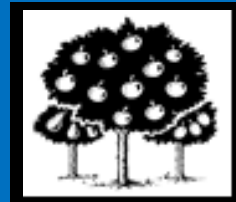
VERY GOOD	422
GOOD	71
TOTAL	527
PERCENTAGE POSITIVE	93.55%

HIGHLIGHTS

“We think the Dr was amazing, made patient feel comfortable, was able to listen to child and make an informed decision along with concerned parent. Very thankful for this to have happened. The receptionist was very helpful in finding an appointment the same day once she was informed of the circumstances. Thank you very much to the team for all the assistance yesterday.”

“Always given time to explore my health issues and informed and involved in planning my care. Thanks for the care and support you have always given.”

“I booked my blood sample request online for a time I wanted on a Saturday which I can do, it was an easy process, I was seen on time and the whole experience was quick and simple, my thanks to the nurse who was excellent.”



Appointment Attendance Data **June 2025**

Jun-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%	

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

Last month we had a 96% attendance rate. We were sad to see 4% of patients did not attend, or cancel their appointments.







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



Do more with the NHS App!



-  Order repeat prescriptions
 -  Use NHS 111 online
 -  Find NHS services
 -  View your GP health record
 -  Book appointments
 -  Get reminders and messages
- And much more...

Need help?

Get support in the app or visit nhs.uk/helpmeapp

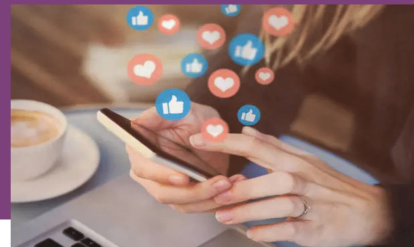


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We would like to hear about adults' experiences of using social media



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>







FREEBIES AND INFO

ROADSHOW EVENTS

WEDNESDAY 30 JULY • 10am – 2pm
St Mary Shopping Centre, Thornbury

THURSDAY 31 JULY • 11am – 4pm
Willowbrook Shopping Centre, Bradley Stoke

THURSDAY 7 AUGUST • 10am – 2pm
Kings Chase Shopping Centre, Kingswood

THURSDAY 14 AUGUST • 10am – 2pm
Yate Shopping Centre

GET ENOUGH TO EAT • REDUCE FOOD WASTE

South Glos

SUMMER

FUN



Our Holiday Activities and Food (HAF) clubs offer fully-funded places for children aged 5–16 who receive benefits-related free school meals.

- ⚙ **Offering a wide range of clubs and activities**
- ⚙ **For children who live or go to school in South Glos**
- ⚙ **Bookings now open for the summer holidays**

www.southglos.gov.uk/HAF



Help shape the future of your practice

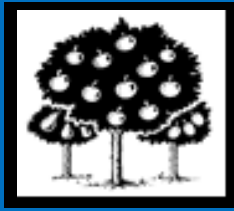
Would you like to be part of a team
that helps improve your GP practice?

Join us to discuss issues affecting
you and other patients.



Ask at reception about the Patient Reference Group,
or go to our website:

[https://orchardmedicalcentre.co.uk/surgery-
information/patient-group/](https://orchardmedicalcentre.co.uk/surgery-information/patient-group/)



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HOW HAVE WE DONE?

IF YOU WOULD LIKE TO PROVIDE ANY FEEDBACK PLEASE LEAVE US A REVIEW ON THE NHS CHOICES WEBSITE OR THROUGH OUR ORCHARD WEBSITE. WE WOULD LOVE TO HEAR ABOUT YOUR EXPERIENCE TO HELP US IMPROVE SERVICES OR SHARE YOUR COMMENTS TO OUR PRACTICE STAFF. YOU CAN LEAVE FEEDBACK BY GOING TO [HTTPS://WWW.NHS.UK/SERVICES/GP-SURGERY/THE-ORCHARD-MEDICAL-CENTRE/L81055/LEAVE-A-REVIEW](https://www.nhs.uk/services/gp-surgery/the-orchard-medical-centre/l81055/leave-a-review) OR USE THE QR CODE

