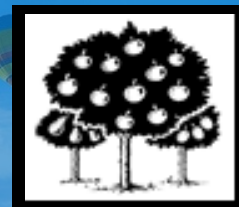


ISSUE (11) - MAY - 2025

THE ORCHARD GRAPEVINE

The Official Patient Newsletter for The Orchard Medical Centre,
Kingswood



POINTS OF INTEREST

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Thank you and Farewell, Dr.
Flanagan

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Friends and Family test results,
April 2025

~

New Telephone Service

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IGPM

~

Workwell West

Page 6-8

Events in the Community

~

How have we done?

THANK YOU & FAREWELL, DR. PATRICIA FLANAGAN



**After 27 years with the practice,
Dr. Patricia Flanagan will be
leaving her role as GP Partner.**



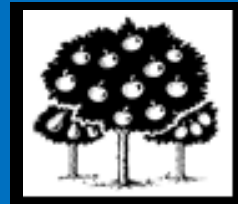
To wish her well. We gathered
some lovely patient feedback on a
card in reception, and online form.
These wishes were passed onto Dr
Flanagan at the beginning of July.

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 APRIL 2025

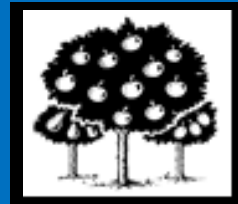
VERY GOOD	365
GOOD	70
TOTAL	472
PERCENTAGE POSITIVE	92%

HIGHLIGHTS

“Fantastic medical centre, always do their best in adverse times. Friendly, professional and the centre is squeaky clean. Thank you so much, I’m so grateful to have a brilliant health centre looking after my wellbeing and health.”

“I have been with Orchard Medical since the early sixties and have always been treated with courtesy and professionalism and above all I have been listened to. I have received wonderful care from all the medical staff and consider Orchard Medical to be one of the best in Bristol.”

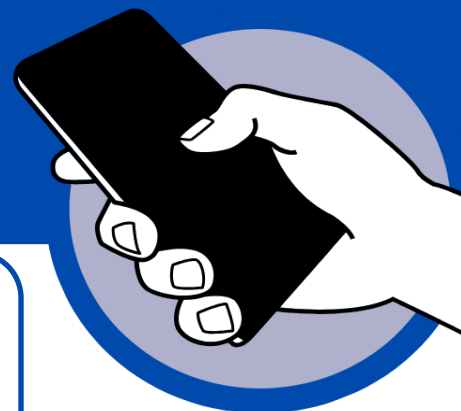
“Everyone from reception to the nurses and Doctors are so kind and caring, I feel like a person and not just a number at Orchard Medical Centre.”



CHECK OR CANCEL

NEW 24/7 TELEPHONE SERVICE

CHECK OR CANCEL YOUR APPOINTMENT ANYTIME



You can now check or cancel your appointments with our automated telephone system 24/7!

WHY HAVE WE INTRODUCED THIS SERVICE?

- To make it easier for you to manage appointments, even outside opening hours.
- To reduce wait times by freeing up our phone lines for more complex needs.
- To help reduce missed appointments (DNA / Did Not Attends) by making cancelling easier.

HOW DOES IT WORK?

Simply call the main telephone number, choose 'check & cancel' appointment, enter your date of birth when prompted, and the system will read out your upcoming appointments.

visit <https://orchardmedicalcentre.co.uk/the-new-telephone-system/> for more information.



“We take hundreds of calls a day. Many are challenging, some are upsetting, and some leave us feeling like we want to leave our jobs”

FOR REVIEW



Please be kind to reception staff, you don't know what happened on the call they just took.



The Institute of General Practice Management (IGPM) have launched a new campaign focusing on “The call I just took.” Receptionists are not “just admin”- they are patient advocates navigating complex systems to get people the care they need. But constant abuse is pushing them to breaking point. Burn out is rising, and we are losing skilled staff who can no longer absorb the emotional toll.

This campaign is a call for compassion.

because protecting our Reception teams protects access to care.

You don't know what happened on the call they just took.



Their team of Work and Health Coaches provides personalised support, offering advice on employment rights, return-to-work plans, and local resources to help you achieve your goals. You can self-refer, speak to your GP, or contact them directly for support. complete a paper form from Reception or on their website.

Looking to start a new job or support to stay in your current role?

Planning to return to work after an absence?

WorkWell west is a friendly, free and local support service for anyone with a disability or health condition who is struggling to stay in work, return to a job, or trying to find new employment. They can assist you in dealing with your health barriers to employment. If you are over 16 and you live in Bristol, North Somerset or South Gloucestershire, get in touch and find out how they can help.



WWW.WORKWELLWEST.ORG



WORKWELL@BRISTOL.GOV.UK



0117 922 3623



SOCIAL PRESCRIBING

What matters to you?



- **IDENTIFY GOALS**
- **CONNECT TO LOCAL GROUPS AND SERVICES**
- **FREE PERSONALISED SUPPORT**

Refer yourself using this QR code



What is social prescribing?

Social prescribing is a service for anyone aged 18+. Our Link Workers can support you to identify goals and build connections with your community, from advice about housing and employment to social isolation and bereavement. Our friendly team can build your confidence and knowledge of what's available in your area.

Website: www.southernbrooks.org.uk

Call: 0117 403 4238



Kingswood Park

Our park at the heart of our community



Yoga

Wednesdays 6.30-7.30pm, starting 7th May

Running all Summer, a relaxing class with Pippa, meet at the bottom of the park.



Tai Chi

Mondays 6.30-7.30pm, starting 2nd June

Suitable for all, meet at the bottom of the park.



Mindfulness Sessions

Wednesdays 10-11am, starting 4th June

Come and relax in the park, please book.



Nordic Walking

Thursdays 10.30-11.30, taster sessions 10th & 24th April

6 week course: 1 May to 5 June - booking required.



Walking with Friends

Every Tuesday, 1-2.30pm

A gentle walk around the park area. Refreshments provided.



Couch to 5K

Thursdays 6-7pm, 1st May - 3rd July

Coach-led course to get you fit enough to run 5K, booking required.



Mens Circuit Training

Saturdays 9.30-10.30am, starting 5th April

Accompanied children over 10yrs welcome, meet at the tennis courts.



Boxercise Classes

Tuesdays 6.30-7.30pm, starting 11th March

A fun way to get fit and de-stress.



Boxfit for mums (bring your kids)

Wednesdays 10.30-11.30, starting 30th April

Suitable for all abilities, please text Jane on 07751237049



Mums & Mini

Wednesdays 9.30am, starting 21st May

Coaches for perinatal exercise. Meet at Tennis Courts.

CoreWellnessLtd@gmail.com to book.

**FREE
Weekly
Summer
Activities**



Bookings & queries

📧 kingswoodpark@southglos.gov.uk
or text George on 📞 07511867055





Kingswood Park

Our park at the heart of our community



Park Gardening Volunteer Drop-In

Learn tips from a skilled gardener and help to look after the park

Wednesdays - 1-2pm, every week

Nature Art Classes for adults

Using materials from the park no experience needed

Thursdays 10am-12 noon, starting 15 May

Refreshments provided

Cream Tea and Growing Flowers

A sociable, easy gardening session

Tuesdays 2.30pm - 4pm, starting 29 April

6 week introduction to horticulture courses

Wednesdays 5.30-7.30pm, starting 21 May

Wednesdays 5.30-7.30pm, starting 9 July

Wednesdays 2.30-4.30pm, starting 3 September

Kingswood Park
**COMMUNITY
GARDEN
ACTIVITIES**



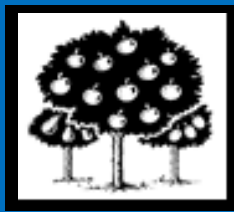
Please
let us
know if you
are planning
to visit.



All activities free, enquiries to:

✉ Kingswoodpark@southglos.gov.uk
or text George 📞 07511867055





THE ORCHARD MEDICAL CENTRE

The Orchard Grapevine — Issue 11 — May 2025
The Orchard Medical Centre, Kingswood.

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

