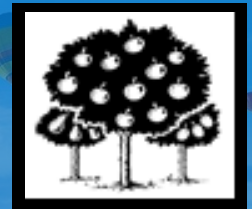


ISSUE (16) - OCTOBER - 2025

THE ORCHARD GRAPEVINE

The Official Patient Newsletter for The Orchard Medical Centre, King-
swood



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PATIENT INFORMATION AND
POSTERS

PROTECT YOUR SIGHT —

DIABETIC EYE SCREENING

If you have diabetes (type 1 or type 2) and are aged 12 or over, you'll be invited for a free diabetic eye screening every 1–2 years.

This quick, painless test looks for early signs of diabetic retinopathy, a condition that can cause sight loss if not treated. You may not notice any symptoms — that's why screening is so important.

At your appointment:

- It takes about 30 minutes.
- You'll have eye drops to widen your pupils (your vision may blur for a few hours).
- A camera takes photos of the back of your eyes.
- Results arrive within about 3 weeks.

Even if your vision feels fine, don't skip your screening — it could save your sight.

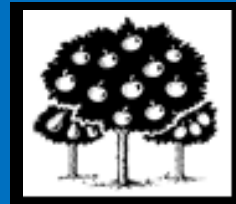
If you haven't received an invitation or need to rebook, contact your GP or local screening service.

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

Follow our Facebook
Page!



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



BEST START IN LIFE

2025 CAMPAIGN

THE BEST START IN LIFE AMBITION

‘Giving every child the best start in life’ is the government’s strategy for improving child health and development and meeting the ambition that 75% of 5-year-olds in England have a good level of development by 2028, as set out in the Plan for Change. At its heart is the new [Best Start in Life website](#), where families can find trusted advice, as well as a range of helpful resources. Why is it important? Parents tell us that they don’t always know what they are entitled to or how to find trustworthy answers to questions about their children’s health and development. Best Start in Life will help parents and carers to find information about different support that will make a difference to them and their child.

INTRODUCING THE CAMPAIGN

Every child’s journey is shaped by the moments that matter, from first steps and first words to the first day at school. The government’s Best Start in Life campaign, delivered by the Department for Education and the Department for Health and Social Care, aims to help break down barriers to opportunity for every family, supporting parents and children from pregnancy through to age five and beyond. From pregnancy to childcare, get advice and support for your child’s development at BestStartinLife.gov.uk



Email programme

Personalised emails to support throughout pregnancy and parenthood, tailored to stage of pregnancy or child’s age.



Newsletter

Sign up to find out the latest news and announcements about government support available for parents.



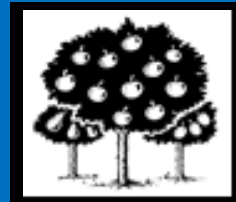
Website

We offer trusted advice, guidance and behaviour change tools to support parents with their child’s physical and mental health and development, from early pregnancy to preparing for school.



Instagram and Facebook

We have built up a strong following of parents and health care professionals who come to us and each other for advice and support.



FRIENDS & FAMILY

RESULTS OCTOBER 2025

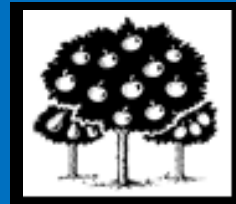
VERY GOOD	400
GOOD	76
TOTAL	524
PERCENTAGE POSITIVE	90.8%

HIGHLIGHTS

"Easy self book in. Appt on time. Nurse very welcoming & friendly.
Overall a very positive experience."

"I am very Satisfied with the help and support and the medical
advice I've received very good service I highly recommended this
health centre."

"Reasonable wait time on telephone before connection to
receptionist. Clear communication and helpful staff resolved my
query promptly."



New Appointment System

Making things easier for you!

Getting through on the phone at 8am can sometimes be challenging—we hear you! That's why we're making a change. Under the new GP contract, we're introducing a waiting list system for routine appointments.

If you call to book a routine appointment and we've reached capacity for the day, we'll add you to our waiting list. When a suitable slot becomes available, we'll call you back—so you don't need to keep trying at 8am every day.

How to request an appointment:

For Routine appointments:

- Use our online 'request an appointment form'. This can be found on our website under the 'appointments tab' or by visiting: <https://orchardmedicalcentre.co.uk/services/managing-your-health-online/online-forms/get-help-for-any-health-problem/>
- Call the surgery on 0117 980 5100
- Speak to our reception staff

For urgent, or same day appointments:

- Call the surgery on 0117 980 5100
- Speak to our reception staff.

(Please note: Online forms are not suitable for urgent or same day requests.)





NHS APP FAQ'S

CAN I USE THE NHS APP ON BEHALF OF SOMEONE ELSE?

Yes, you can have 'proxy' access to someone's account you care for.

This can be setup by your GP practice. If you are registered with another GP surgery, this is a little more tricky due to system limitations, however speak with your GP surgery for help with this.

WHO CAN USE THE NHS APP?

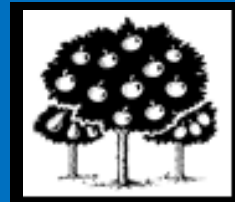
The app is available for anyone aged 13+ who is registered with an NHS GP surgery in England.

HOW DO I SETUP AN NHS APP ACCOUNT?

To set up your NHS App for the first time you will need: an email address, NHS number (optional), Photo ID or linkage key, a mobile phone number, your name, your date of birth and your postcode.

I CANT SEE MY GP SURGERY RECORDS ON THE NHS APP

Your GP surgery needs to activate this on your behalf. Simply ask them for your detailed coded record and this should appear on your NHS App. At The Orchard Medical Centre, we will either give you access to see your records from the 2023, or from the point of registration, if you have joined the practice since then.



A new way of
getting involved in
what matters to you



Marketplace

Explore information
stands, meet local teams



**Roundtable
discussions**

Join workshops to tackle
local challenges



**Community
talks**

Hear key updates,
share your views



24 November



6.30-8.30pm



Hanham Community Centre



118-124 High Street, BS15 3EJ



southglos.gov.uk/your-voice





Registered charity no. 269177

Our new Hospice Community Hubs are launching soon.

Every Monday, 9am-12pm
Starting 22 September 2025
The Beehive Centre, BS5 7AW

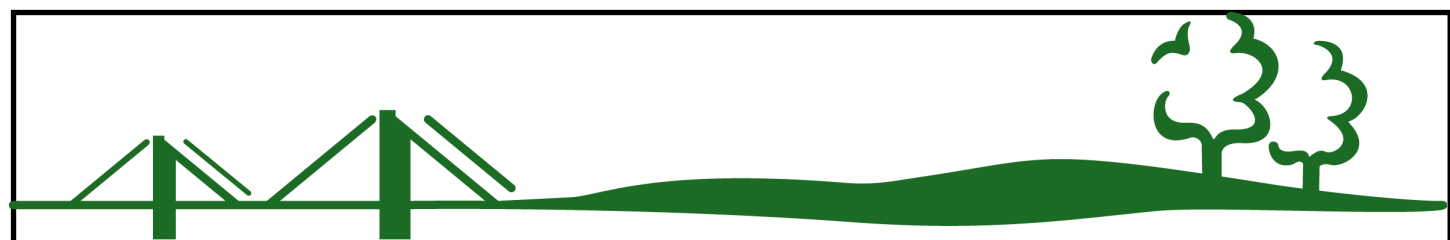
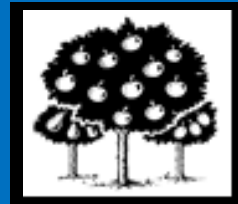
- Open to adults living with a life-limiting illness
- Open to carers and family members
- Emotional support
- Practical advice
- Wellbeing activities
- Connection with others

[stpetershospice.org/
CommunityHubs](https://stpetershospice.org/CommunityHubs)

Visit your
local
Hospice
Hub



 **St Peter's
Hospice**



South Gloucestershire

Council

Delivering with you

Would you like to feel more confident using **DIGITAL SERVICES?**



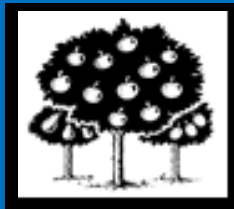
We can help.



Book a **FREE** session with one of our volunteer **Digital Champions**

Speak to staff at your local library or One Stop Shop, call **01454 868006** or visit southglos.gov.uk/getdigital





THE ORCHARD MEDICAL CENTRE

**The Orchard Grapevine — Issue 16 — October 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.