

Patient Newsletter

Online Consultations now open all day!

Our online consultation service through AccuRx is now open Monday to Friday, 8:00am – 6:30pm.

- All GP appointment requests must be submitted online.
- If you are unable to use the online form, please phone us or visit the front desk. A Patient Navigator will complete the form with you.
- Please do not duplicate your request (e.g. submitting online and then calling).

Once your request is submitted:

- A GP will triage it and decide on the most appropriate next step.
- You will receive either medical advice or a booking link for an appointment by text message (unless you request another method).
- We aim to respond within 24 hours. Please avoid contacting us in other ways during this time.

Patient feedback has been very positive, with all requests being assessed and given the correct clinical priority.

👉 To access AccuRx, you can:

- Use your NHS App (ensure notifications are enabled)
- Visit our website
- Or click the link [AccuRx Online Consult](#)



“ I liked the changes to the online form, this made the process more streamlined and intuitive.”



“ It’s lovely not to call back the next day at 8am ”



“ I love the fact I don’t have to wait in a long queue on the phone and can access the form any time of the day that suits me”

GP Trainees at Fireclay Health

Fireclay Health is a training practice, which means we always have GP trainees working with us. These doctors are fully qualified and gaining further specialist experience in General Practice. During their time here, they work under the supervision of an experienced GP trainer. To support their learning, their appointments are usually a little longer than standard consultations.

Current GP Trainees:

- **Dr Fazil (ST3)** – Returned from maternity leave to complete her final year with us. She will be here until end of November 2025.
- **Dr Hugo Trevelyan-Thomas (ST3)** – Joined in February 2025, training with us until August 2026.
- **Dr Sewilam (ST1)** – Joined in August 2025 for a 3-month placement.
- **Dr Gallagher (ST3)** – Joined in August 2025 for a 15-month placement.

Recently Completed Training

- **Dr Sheldrake (ST3)** – Completed training and left Fireclay Health after 15 months with us.

Patient Survey Results 2025

Thank you for your continued support and feedback, it helps us shape and improve the services we provide.

Survey Highlights



79% rated their overall experience as good (above local 76% / national 75%)



95% felt involved in decisions about their care



94% had confidence in their clinician 94% – said their needs were met at their appointment



98% received the information they needed to support their care



92% found our reception team helpful (well above national 83%)



98% understood the next steps after contact with the practice

Pharmacy First

As the nights draw in and the heating goes on, winter bugs make their return. Remember, your local pharmacy is here to help. From coughs and colds to winter wellness essentials, they've got the remedies you need to see you through



Seasonal Vaccinations

Our Autumn Flu & Covid campaigns are currently being planned with clinics being held on:

Thursday 2nd October @ St George

Friday 3rd October @ Lodgeside

Saturday 4th October @ St George

Saturday 18th October @ Lodgeside

The eligibility criteria for 2025/26 are as follows:

- All adults 75+ [Flu & Covid](#)
- All adults 65+ [Flu Only](#)
- At risk patients [Flu & Covid](#) (If fit criteria)
- Children aged 2 & 3 (on 31 Aug 2025) [Flu Only](#)
- Pregnant women [Flu Only](#)
- Housebound / Care home residents (Older adult care homes) [Flu & Covid](#) (If fit criteria)
- Carers (in receipt of allowance or main carer of elderly/disabled person) [Flu Only](#)

Invites will be sent out soon!

How to access Podiatry Services



Our PPG Deputy Chair, Sue, has some advice for patients needing Podiatry services. NHS podiatry (chiropody) is for people who have acute foot problems, or long term conditions that affect the circulation or nerve supply to the feet e.g. Type 1 Diabetics. There is also a clinic for patients with ingrown toenails.

Sirona operate a number of clinics throughout Bristol – check website for criteria

<https://sirona-cic.org.uk/nhsservices/services/podiatry-service-2/>

If you are not eligible for NHS podiatry the following services may help:

- Private practitioners – for any and all podiatric needs
<https://rcpod.org.uk/find-a-podiatrist#FIND.PODIATRIST>
- Foot care assistants – provide simple foot care for a fee
<http://www.foothealthpractitionerregister.co.uk/>
- Age UK provide a nail cutting services for eligible people for a fee <https://www.ageuk.org.uk/services/in-your-area/foot-care/>

You and Your GP Surgery

How can you help your GP Surgery as a patient?

- Be prepared: Before an appointment, think about writing down your symptoms, what you are worried about and what you want to talk about.
- Be on time: Being late for an appointment or being unavailable for a timed call-back can affect other patients.
- Cancel if needed: If you can't go to your appointment, tell the practice as soon as you can, so that they can offer it to someone else.
- Use the NHS App or website: If you're confident using smart phones or computers, you can book or cancel appointments, order repeat prescriptions, and see your test results online.
- Turn on notifications: If you use the NHS App, turn on notifications so the practice can contact you more easily. Please keep an eye out for messages.
- Order repeat medicines on time: Make sure you ask for repeat prescriptions on time, so you don't run out, and only order what you need.
- Join the Patient Participation Group: Your practice will have a group of patients who can offer feedback on the services it delivers. Your practice website should explain how you can join.

