

# Bartley Green Medical Practice

*PPG Newsletter - Winter 2025  
written by patients for patients*

## *A look back at the progress in 2025*



As we approach the end of 2025 perhaps it is a suitable time to look back at the progress that the practice has made during the year. It is important nowadays that technology is used in the best possible way to assist in the day running of the BGMP, serving the needs of the patients but also in making sure that information about current issues is brought to the public's attention.

The telephone system was modernized to allow features like call back and number matching to help with patient convenience. The electronic check in screen was repaired and updated. Text messaging of reminders of appointments with the opportunity to cancel if no longer required is now commonplace. A new web site was implemented to bring the practice into NHS standards.

The biggest change was to a system of total triage, which has now been rolled out nationwide, where the emphasis is on directing patients to the appropriate responder. Initial reaction to the system has been positive but we will know more when the results of the current patient survey is evaluated and reported in the next newsletter.

**Did Not Attend (DNA) figures for the period 1st Aug 2025 to 31st Oct 2025.**  
**Help us to help you! If you don't cancel an unwanted appointment then you are denying patients who do need one!**

**199** GP appointments missed

**239** Nurse appointments missed

**Please inform the surgery if you cannot attend - this can be done by the NHS app or by responding to the text message received (via Accurx) when an appointment is confirmed. Thank you**

## *Meet The Staff - Dr. Tom Dodsworth*

Hello everyone! I'm really excited to be joining the practice as Dr Tom, though many of you might remember me from my GP registrar training here a couple of years ago. I clearly couldn't stay away for long; I loved the atmosphere, the brilliant team, and of course the wonderful patients too much to resist coming back. It feels a bit like coming home (just with fewer exams this time).

Since finishing training, I've spent a few months travelling around South America: improving my Spanish, tackling a jungle trek, and scuba diving with sharks (which surprisingly, was less terrifying than some of my night shifts!). It was an unforgettable experience and the perfect adventure before returning to a permanent position, as a fully qualified GP, at Bartley Green Medical Practice.

Back on dry land, I'm particularly interested in how we can use artificial intelligence (AI) to make consultations smoother

and more efficient. My hope is that by embracing the right technology, we can cut down on admin and spend more of our time doing what really matters: talking to and helping patients. I aim to implement new systems for our clinicians shortly and improve the experience for our patients at the practice. If you see me, feel free to ask me about it and what it means for you.

I'm thrilled to be back and can't wait to see familiar faces (and meet some new ones) over the coming weeks. All the best! Dr Tom



## *Covid and Flu Clinics*

This is a reminder to patients that both Covid and Flu vaccinations are still available and patients that are eligible should have received a text message to encourage them to take up the shots. Covid vaccine is available for those over 75 years of age or those with specific immune system issues. Contact the surgery for further details or to book in.

## *Christmas Opening!*



The practice will be closed on Christmas Day, Boxing Day and New Years Day. If you require regular medication please ensure that you order this at least a week before the bank holiday period bearing in mind that pharmacies will also be closed over that period.

## *‘I’ve been sitting here for ages!!’ Why do doctors run late?*

A recent report looked at the problem of occasionally appointments not running to time with emphasis on the difficulties face by the administrative staff when dealing with obviously frustrated patients. What may help the situation is if patients are more aware of the reasons why they sometimes have to wait a little longer than anticipated. Here are some of the situations why a strict timetable may not be feasible with some actually caused by patients themselves:-

**Competing and Unplanned Priorities** - Sometimes a medical practitioner has to make a judgement about the priority given to issues which are competing or even were unanticipated - someone will be inconvenienced!

**Emergency Appointments** - an obvious reason why appointments sometimes are sometimes pushed back.

**Consultations taking longer than expected** - doctors will aim to give a complete service rather than to cut short a consultation simply due to time pressures. In addition, during the consultation for a medical problem, the GP may identify a safeguarding issue which then requires a more lengthy discussion and possibly an intervention such as an adult requiring social care support or a domestic violence referral.

**Extra Consultation** - Sometimes an appointment will need extra time if further advice from say hospital consultants or outside agencies is required.

**Communication issues** - It can also happen that patients forget to book in for an appointment or don't hear the call for them over a tannoy system. If you feel you have been overlooked then a polite enquiry at the admin desk often solves the issue.

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**Macmillan Cake Bake** - Thank you for the tremendous response to the cake bake. A total of £300.50 was raised thanks to the generosity of the patients and the baking expertise of the BGMP staff! Thanks especially to Kim and Paul Brettle, long time patients at the practice, who manned the stall during the day. Now for the park run to get rid of those calories!

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## *HEIDI - A new way of capturing info*

Continuing the theme of using technology to help doctors and clinicians, we plan to have available soon HEIDI, a brand new AI based help system to enable doctors to capture an accurate record of your consultation while still concentrating on the patient.

It will interpret the discussion and provide a clinical summary of the key points for your medical record after it has been checked for accuracy by your doctor.

Patients will be asked for their permission for the system to be used and all the standard legislation regarding patient confidentiality will be observed as will data security.

It is hoped that this system will reduce administrative burden and free up more time for clinical discussion. It is already in use in many primary and secondary care institutions and is proving to be popular.



## *World Pancreatic Cancer Day*

Thursday November 20th is World Pancreatic Cancer Day - It is an opportunity for charities and not-for-profit organisations across the globe to come together on one day to raise the profile of pancreatic cancer and raise awareness of the risks and symptoms of the disease.

Pancreatic cancer is the deadliest common cancer. Half of people diagnosed die within 3 months. Early detection saves lives, however currently over 80% of people with pancreatic cancer are diagnosed too late to receive potentially life-saving treatment.

One of the reasons why early detection is so challenging is that the symptoms of pancreatic cancer are vague and non-specific. This means that it is incredibly difficult for GPs to spot early signs of the disease.

For more info visit [www.pancreaticcancer.org.uk/](http://www.pancreaticcancer.org.uk/)

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## *Goodbye to Dr. Abdul*

Having recently successfully achieved his final clinical examinations Dr Abdul has now left the Practice in order to seek a permanent position as a qualified GP. Abdul was renowned for his excellent clinical skills combined with a fantastic ability to put patients at ease and he will be sorely missed by patients and colleagues alike. We all wish him the very best as he continues along his career path where he will no doubt be a huge success as a qualified family GP

