

## *Bringing news from Emerson's Green, Leap Valley & Abbotswood Surgeries*

### Special points of interest:

- Did you know our triage system has changed?
- Did you know we have 2 new doctors starting in September

## Patient Newsletter—Summer 2018

Welcome to our first quarterly newsletter for patients. We hope that you find this useful. Please do give us your feedback on what is helpful in this issue as well as what isn't and anything that is missing here which you would like to see in future issues. Let us know.

## Our Urgent Care Hub

From September our urgent triage team will be based at Leap Valley Surgery instead of being based at Emersons Green and Leap Valley. The triage system process will remain the same and incorporated into this will be a team of Nurse Practitioner's & Doctors dealing with on call and emergencies overseeing all sites Emersons Green, Leap Valley and Abbotswood. You will still be able to be seen at your original surgery if necessary for all routine appointments, this includes doctors, practice nurses and Healthcare assistants. This has been implemented to offer the best service possible for dealing with urgent care and allows for us to utilise the appointments with our other clinical teams offering more routine appointments to patients.

## Missed Appointments

From February 2018 to June 2018

	Leap Valley & Abbotswood	Emersons Green
No. of DNA's	857	514

From February to June 2018 we offered across Green Valleys Health 43,653 appointments. Of these patients failed to attend 1371 after they had been booked. Not only does this waste thousands of pounds, but at a time when appointments are under pressure it means that everyone else has to wait longer to get an appointment. We lost £43,872 in wasted appointments

Of course we understand that sometimes an appointment may no longer be needed, or that patients may not be able to attend. If you are going to miss an appointment please let us know. You can cancel an appointment via our website, by phoning us, or if you have had a text reminder for

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### Doctor Who.....?

Our GP's across all sites are;

#### Partners

Dr Veronica Barry

Dr Monica Gallagher

Dr Chris Boelling

Dr Jon Evans

#### Salaried GPs

Dr Sally Harrison

Dr Obi Obiagwu

Dr Claire Luff

Dr Ash Bhatia

Dr David Capehorn

Dr Jamie Preston\*

Dr Angelo Cacciato\*

Dr Tope Ajayi\*\*

\*Start September 2018

\*\* Returns from Mat Leave in January 2019

*Did you know  
the doctor who  
specializes in...?*

### Doctors Specialities

Dr Jon Evans— Joint and muscular pain

Dr Chris Boelling—Muscoskeletal pain and injections

Dr Veronica Barry— Women's Health including Coils & Implants

Dr David Capehorn—Paediatric specialist.

Dr Monica Gallagher—Women's Health



*Found what you are  
looking for?*

### Management Team

Steve Smith , Executive Manager for Green Valleys Health

Lisa Kift, Clinical Operations Manager

Sarah Cole, Business Manager (Currently on maternity leave) whilst she is away Laura Dadds will be covering her role.



## **Green Valleys Health**

Emersons Green Medical Centre  
St Luke's Close  
Emersons Green  
Bristol  
BS16 7AL  
Tel. 01179 576000

Leap Valley Surgery  
Beaufort Road  
Downend  
Bristol  
BS16 6UG  
Tel. 0117 9564101

Abbotswood Surgery  
42 Abbotswood  
Yate  
Bristol  
BS37 4NG  
Tel. 01454 325361

**Providing Healthcare 5 days a week**