

Newsletter



BOWER MOUNT MEDICAL PRACTICE SUMMER NEWSLETTER



Health Tip of the Month

- Use SPF 30+ sunscreen and stay hydrated.
- Avoid direct sunlight between 11 am - 3 pm.
- Treat hay fever early with antihistamines.
- Keep windows shut during high pollen times.

NEW FACES AT THE PRACTICE

We are pleased to welcome new team members to our practice: a new GP, a new Practice Nurse, and GP Registrars. Their addition enhances our capacity to serve you better

Holiday booked? Here's what you need to do!

Check your routine vaccinations

Research your destination(s)

Decide – do I need a specialist travel health assessment?

How to arrange an assessment

REGISTER YOUR NEWBORN



Congratulations upon the arrival of your new bundle of joy
Every name begins a story — let yours start with care, not delay.
Register your newborn now to ensure their health journey begins on time, with the support they deserve from day one

*Please note: We will be closed on Tuesday 12 August 2025
after 12.00pm for staff training. For urgent medical help, call*

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Staying Safe in the Summer Heat



With rising temperatures expected to become more frequent and intense, the NHS is calling for urgent action to protect public health—especially among older populations, very young children, and people with chronic illnesses. Heatwaves can lead to dehydration, heat exhaustion, and even exacerbate heart and breathing conditions. This summer, simple steps like staying hydrated, avoiding the sun during peak hours (11 a.m.–3 p.m.), keeping rooms cool, and checking in on vulnerable neighbors can make a life-saving difference. If you feel dizzy, unusually breathless, or unwell in the heat, seek medical advice early rather than waiting for symptoms to worsen.

We value your voice. Share your experience with us via the Friends & Family Test available online or at the surgery.

Professional Growth and Educational Insights

In both May and June, patients consistently described positive experiences where clinicians took time to listen, explained clearly, and offered reassurance. One patient shared how they were feeling absolutely terrible, yet the staff not only managed their clinical needs but also provided calm, timely reassurance. Another described being anxious before a procedure, but left feeling confident and cared for due to the kindness and professionalism shown.

Learning Outcome:

These stories show that technical skill alone doesn't define quality care—human connection does. When staff communicate with empathy, listen without rushing, and treat each concern with seriousness, it builds trust and significantly improves patient experience. It's a reminder that in moments of vulnerability, patients remember not only what was done, but how it made them feel.

👂 You Said, We Did



Listening. Reflecting. Improving.

At Bower Mount Medical Practice, we value your feedback—even the tough ones. Here's how we're responding to what matters to you

🗣️ You said:

"The online triage isn't fit for purpose. I need to be seen face to face."

✔ **We did:** Our triage system helps us manage high demand fairly. While not all requests lead to face-to-face appointments, clinical need—not convenience—guides that decision.

🗣️ You said:

"The Anima system is too complicated, especially for elderly patients."

✔ **We did:** Anima allows us to manage demand safely, and also give prompt response prioritizing clinical needs but for those unable to use it, reception can now help complete the request with you

🗣️ You said:

"Doctors only tell me to go to A&E. I want help, not to be passed off."

✔ **We did:** We only advise A&E when it's clinically safer or faster for urgent care. We know it feels frustrating, but it's always about ensuring the best and quickest outcome.

🗣️ You said:

"I wasn't allowed to book an appointment verbally or over the phone."

✔ **We did:** To keep the system fair and traceable, most bookings go through Anima, But if you're struggling, reception is trained to assist anyone struggling with digital access.

🗣️ You said:

"My condition has gone unresolved for months, and no one has followed up on test results."

✔ **We did:** We regret the delay. Every test result is reviewed, but some need additional triage or clinician input. We're tightening internal systems to ensure results are reviewed and actioned as required. Alerts are being used for better follow-up




**PLEASE DO NOT SEND
ANY PICTURES OF
PRIVATE PARTS
THROUGH ANIMA**

No More Hold Music 🎵 Just Smart GP Access with Anima + Healthcare Without the Hold Music

Your GP... Now Without the Wait

You: Why does calling the GP feel like entering a radio contest? 'Please hold, your call is important..' 😊

Your Future Self (relaxed): Nah, just  **Anima** during working hours or the **NHS App** anytime. It's how smart patients contact the GP now.

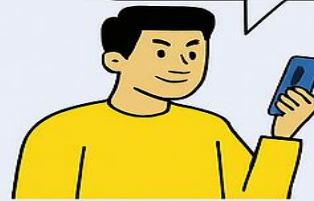
ANIMA: Message Your GP Team – No Hold Music involved


- Open Monday to Friday 8am-6pm
- Quick response from online
- Available from phone, tablet, or computer

Basically, it's your GP, in your pocket


- No waiting on hold
- No repeating yourself
- Access your own any 'time

Just messaged my GP on Anima – no phone call, no stress.




I checked my blood test results before breakfast. Thanks 



 Download the NHS App – your health, on your schedule.

Ready to join the queue-free revolution?

- Use  **Anima** to request help during working hours
- Use the **NHS App** to stay in the loop 24/7



The fastest way to get the care you need

Submit a **medical** or **admin** request and get the **help you need** - without waiting for an appointment

Submit a request

