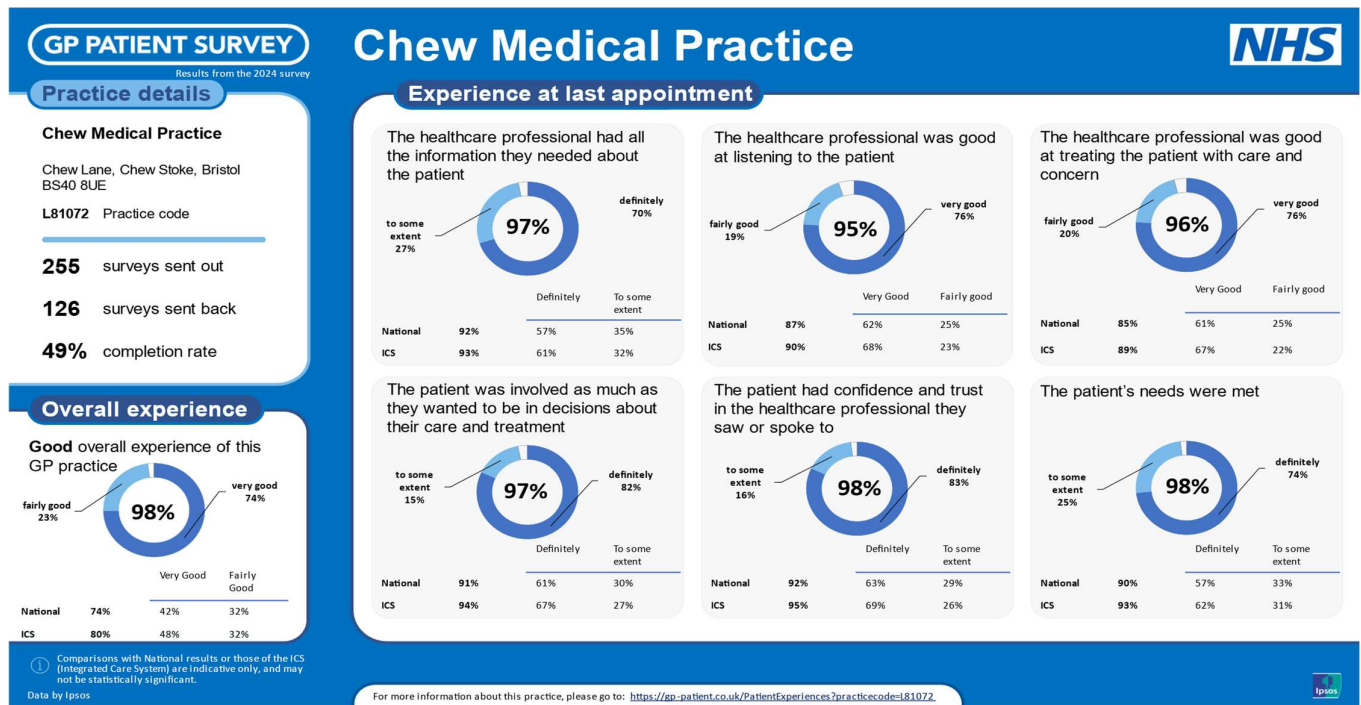


## ★ The GP patient survey for 2024 has been published ★

The GP survey is an independent patient survey run on behalf of NHS England, this survey is sent out to over two million people registered with GP practices in England.

At Chew Medical Practice we aim to provide exemplary, professional healthcare that inspires confidence in our patients and our community. The Chew Medical Practice team aspire to be approachable, respectful, and patient-centred, aiming to provide the best possible outcomes for patients. We are delighted and proud to report that our results, reflect our aims and are above the national area averages.

you can find full information form: <https://www.gp-patient.co.uk/practices-search>



*We would also like to take this opportunity to thank all our patients that responded to the survey.*

## Practice details

### Chew Medical Practice

Chew Lane, Chew Stoke, Bristol  
BS40 8UE

L81072 Practice code

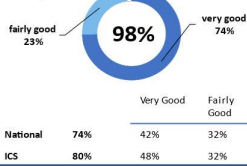
255 surveys sent out

126 surveys sent back

49% completion rate

## Overall experience

Good overall experience of this GP practice

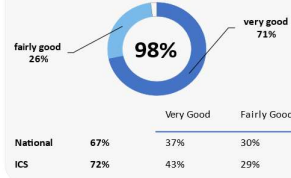


Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Data by Ipsos

## Accessing the practice

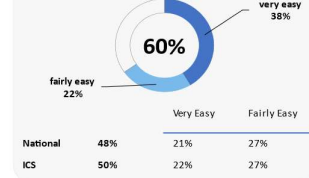
Good overall experience of contacting this GP practice



Easy to contact this GP practice on the phone



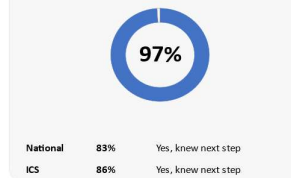
Easy to contact this GP practice using their website



Helpfulness of reception and administrative team at this practice



Knew what the next step would be after contacting this GP practice



Knew what the next step would be within two days of contacting this GP practice



For more information about this practice, please go to: <https://gp-patient.co.uk/PatientExperiences?practicecode=L81072>



## Exceptionally Skilled & Qualified Healthcare Professionals

Ever wondered why we ask for your reason for an appointment?  
(and no...it's not to be nosy!)

We ask because you don't always need to see a doctor.

Our staff have access to book directly into various clinics with different clinicians and this is why we ask when you call for a brief reason for your appointment.

Here at **Chew Medical Practice** we have many other clinicians who have the experience and competency to treat many of the patients who traditionally believe they need to see the GP and a brief description helps you get the most suitable appointment as soon as possible.



Repeat medication queries can be managed most effectively by **Adam Mainwaring** our Clinical Pharmacist.

Sprains, sports injuries and muscle pains can be treated by our First Contact Physiotherapist (FCP) **Justine De Frates**



Patients with social or non-clinical needs such as emotional/mental health support, housing, benefits and financial issues can be supported by **Matthew Smithers** our Social Prescriber.

Pill checks, blood tests, looking after your wellbeing, Medication and Hypertension reviews can be done by our Pharmacy Technician **Kamila Malada**



If your child is running an ongoing high fever that is not responding to medication, or you have a lump in your breast, **your GP wants to see you.**

Our friendly reception team are adept at booking patients to see the right professional, simply call 01275 332420 to request an appointment.

## Village Agents

Village Agents work with rural communities, organisations, groups and individuals

The agents can help with transport to medical appointments,

Financial concerns, Claiming benefits, Fire safety checks

Social isolation and advice on unwanted callers and scams to name a few

For more information contact your local BANES Village Agent

01275 333700 [villageagents@wern.org.uk](mailto:villageagents@wern.org.uk)

## Liina, one of our practice nurses, is off to Pastures New

I have really enjoyed my time at Chew since taking up the role of Lead Nurse in the summer of 2016. It has been a privilege to be able to provide care and look after patients from the Chew Valley area.

I feel very lucky to have been able to work in a such a lovely practice, even at times when the NHS and primary care has faced many challenges specifically Covid-19 pandemic and its aftermath.

I will miss my colleagues and the many patients that I have got to know over the years.

I am looking forward to a new challenge working for our Cancer Alliance Service.

Best wishes

Liina

★ We have an exciting opportunity for a nurse to join the practice team, ★  
please see our practice website for further details

## Enhanced Services

Chew Medical Practice along with other GP practices in your area are working together to provide appointments from 6.30pm until 9pm on weekdays, and from 9am-5pm on Saturdays. Appointments will be both bookable in advance and available for same day.

These appointments however **WILL NOT** be at Chew Medical Practice

The service operates from sites in Bath, Midsomer Norton and Radstock area.

**In Bath, the service runs from:**

Bathampton Surgery, Newbridge Surgery, Combe Down Branch Surgery (Sulis Manor Road)  
St Michael's Surgery (Walwyn Close)

**In the Midsomer Norton and Radstock area the service runs from:**

Elm Hayes Surgery and Hope House Surgery

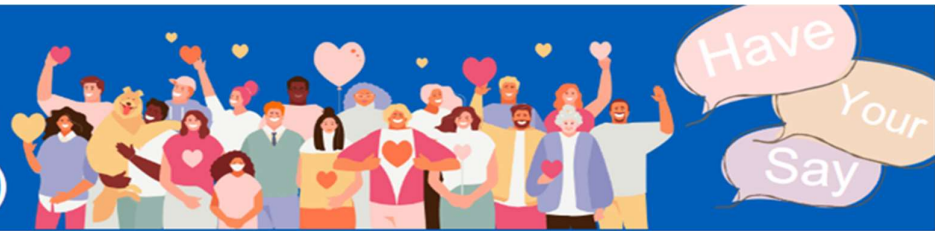
**Services Available**

GP appointments, Smear Tests, Blood Tests, Dressings, Suture removal, Pill Checks, ECGs, B12 injections

Simply call our reception team 01275 332420 to book and appointment.



# Patient Participation Group (PPG)



## CHEW MEDICAL PRACTICE (PPG) PATIENT PARTICIPATION GROUP *WOULD YOU LIKE TO JOIN OUR (PPG)?*

The purpose of this group is to facilitate patients and the practice staff working together to share ideas that will help improve the services offered here at Chew.

We are currently quite a small group and would love to hear from anyone who is interested in joining us, especially those of you who are from all the villages within the catchment area.

We hold quarterly meetings on a Thursday evening which may increase as needed.

Please get in touch, we would love to hear from you. You can email us [Bswicb.chewppg@nhs.net](mailto:Bswicb.chewppg@nhs.net) or simply leave a note at the surgery.

### Are you a Veteran?

Regardless of when you left the military tell your GP that you've served in the UK Armed Forces. This will help your GP to better understand any military related health conditions that you may have and ensure that you are referred, where appropriate, to dedicated services for veterans. This includes the specialist mental and physical health services, Op COURAGE: The Veterans Mental Health and Wellbeing Service and the Veterans Trauma Network.



**Armed Forces veteran friendly accredited GP practice**

When using these services, you will be able to speak to people who:

- understand the Armed Forces and military life
- are either from the Armed Forces community or highly experienced in working with serving personnel, reservists, veterans and their families

For more information, speak to your GP or visit the NHS website at

[www.nhs.uk/armedforceshealth](http://www.nhs.uk/armedforceshealth) Twitter @NHSArmedForces

## Surgery Opening Times

Monday	08:00-18:00
Tuesday	08:00-18:00
Wednesday	08:00-19:30
Thursday	08:00-18:00
Friday	08:00-18:00
Saturday	09:00-12:00

The main surgery line 01275 332420 is open and answered.

Mon-Fri 08:00-18:00 Out of hours ring 111

We will now be sending our Newsletter quarterly with news and useful updates, if you do not wish to receive a copy please let us know by emailing [bswicb.carecochew@nhs.net](mailto:bswicb.carecochew@nhs.net)