

# HOPE HOUSE

## PATIENT NEWSLETTER: SUMMER 2025

### STAFFING

Since our last newsletter we have welcomed some new faces to the team. We have said goodbye to Ella Lacey, PA to the Senior Management team as she takes to the skies in her new role as a flight attendant. We wish her the best of luck. We have welcomed Rhiannon Champion temporarily in her place, on a secondment basis from local GP Federation, BEMS, until we welcome a new full time member of the team.

We have said goodbye to three of our reception team, Sammie, Rosie and Karen. We are sad to see them go, but we wish them all the best with their future endeavours. However, we are excited to welcome some new faces to our reception team, Emily, Catherine, Rosie and Esther. Welcome all.

We have said goodbye to this year's cohort of medical students and looking forward to welcome a new group in the late summer.

We have also welcomed Dr Mohammad Rahman as part of his ST3 placement.

In May we were excited to celebrate a 'long service award' within the team for a colleague who has been with Hope House for 40 years. What a milestone!

### PHARMACY FIRST: HAYFEVER

Hay fever season is upon us and this is a reminder that you can help protect yourself if you are struggling with symptoms by contacting the local pharmacy for advice and treatment.

Hay fever is a common allergy that causes sneezing, coughing and itchy eyes. You cannot cure it, but there are things you can do to help your symptoms

NHS Pharmacy First, provided by local community pharmacies, serves as the first port of call for individuals grappling with minor health concerns such as hay fever without the need for an appointment.

Closest Pharmacy to Hope House Surgery: 7, The Street, Radstock, BA3 3PL.

Of find your closest Pharmacy here:  
<https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy/>



### PAEDIATRIC URGENT SERVICE HUB (PUSH)

The B&NES Paediatric Urgent Hub Service has come to close for the Spring and Summer season and will be re-established in the winter months, The service was run from local Surgeries offering urgent same day care for all feverish children under 16. The service offered a total of 1014 appointments to children needing care across B&NES. We were please to be able to host this service during its provision and play our part in this worthwhile service.

## SELF REFERRALS

In the NHS, self-referral allows patients to directly access certain healthcare services without needing a GP referral. This can include services like physiotherapy, talking therapies (for anxiety and depression), sexual health clinics, and antenatal care. Self-referral can help patients access care more quickly and easily.

NHSE have launched a new NHS self-referral feature in Patient Access, giving patients reliable background information and easy links to finding self-referral services from the trusted resources.

You can register for most self-referral services online. To find out more, visit:

<https://support.patientaccess.com/self-referral/nhs-self-referral>

## ENHANCED ACCESS

From July 2025, the Enhanced Access Service will resume at Hope House Surgery for the next three months.

This service offers patients routine, bookable GP or Nurse appointments outside regular GP practice hours, designed to support practices to offer an additional option for patients outside of their own opening hours. This service operates on weekdays from 6:30 pm to 9:00 pm and on Saturdays from 9am - 5pm

The service runs from Hope House Surgery and Elm Hayes Surgery in the Three Valleys area for three months each on rotation.

Please note, the service offered is exactly the same at either location and should you be seen at an alternative location you can expect the same usual high quality care you would receive normally.

## STOP SMOKING

We secured funding to help more patients quit smoking. As part of this initiative, we ran three Saturday clinics between January and March 2025, offering appointments to those who find it difficult to attend during the week. This allowed us to see an additional 49 patients for stop smoking support. We continue to offer Nicotine Replacement Therapy or a free vape kit to help you quit. Weekday appointments are still available – please call reception to book.

## SMEAR CLINICS

With additional funding, we focused on improving cervical screening uptake among women aged 25–49 who had already received two invites but hadn't booked an appointment.

We offered 38 extra appointments through targeted outreach, helping more patients stay up to date with this important health check.

If you're due for your smear test, please contact reception to book your appointment.

# WHATS ON?

We are more than just a GP surgery. We are passionate about our community and bringing services and activities to the area that can benefit the wellbeing of local residents and patients. Find out more about events taking place at the Hope House Centre here: [Hope House Centre](#) | [Facebook](#)



# REMINDER

## Same-Day Appointment Requests – Contact Us Early

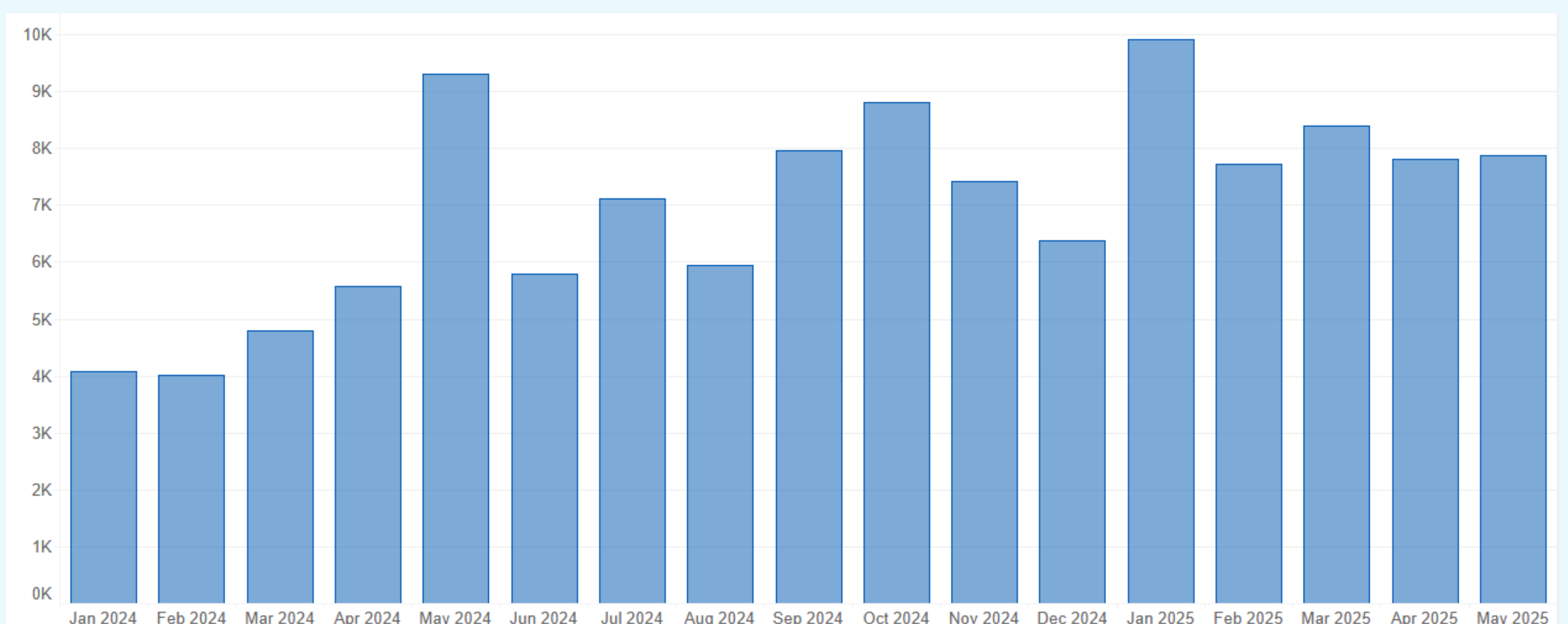
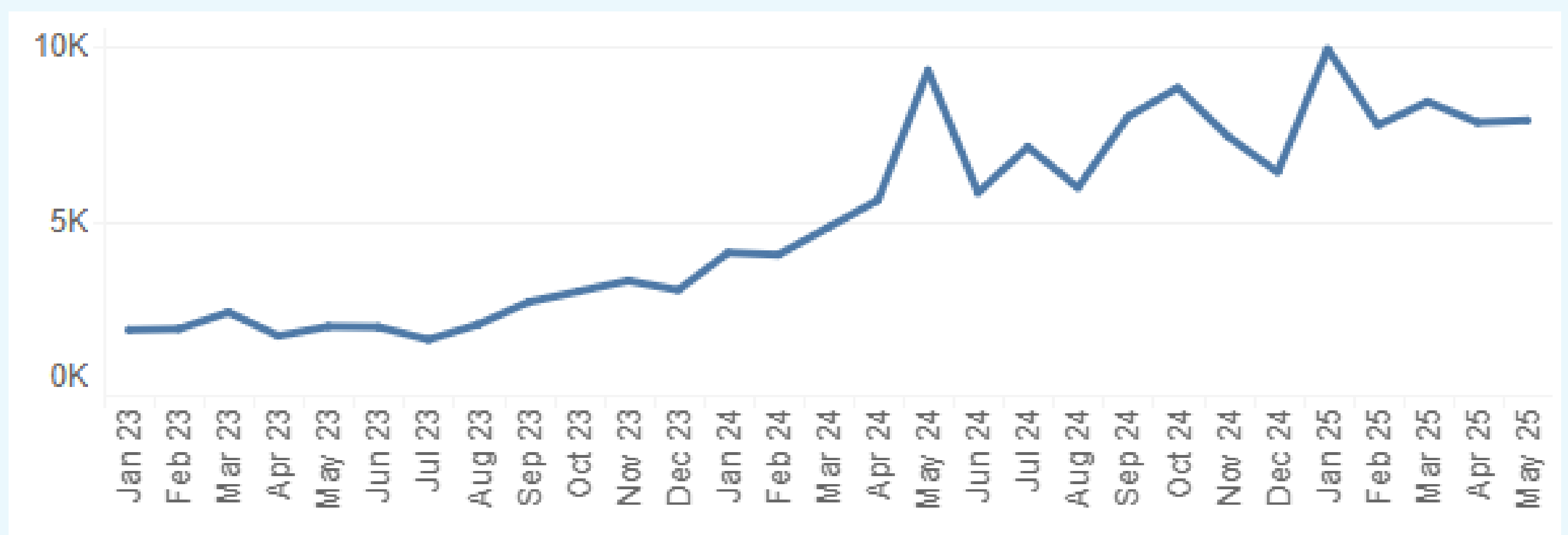
If you feel that your medical issue may require a same-day appointment, we kindly ask that you contact the surgery as early as possible in the day – **where possible before 10am**.

The best way to do this is by completing our online contact form, which allows us to assess and prioritise your needs more efficiently. Early contact helps us manage our appointments better and ensures we can provide timely care for everyone who needs it.

# NHS APP USAGE

Thank you to all our patients using the NHS App – it's a quick and easy way to book appointments, order repeat prescriptions, and view your medical records online.

Please see the Hope House Patient usage for the past few months below:



Jan 23 - May 25:

7872

+0.8%



# MEET THE TEAM

## PARTNERS EDITION



### Dr Alison Humphrey

Responsible for supervision and training of foundation doctors and GP trainees, CQC Registered Manager and coil fitting.

GP Partner



### Dr Graham Corin

Responsible for supervision and training of foundation doctors and GP trainees, minor operations and joint injections.

GP Partner



### Dr Katherine Asplin

Responsible for supervision and training of medical students, safeguarding lead.

GP Partner



### Dr Julia Hawkins

Responsible for supervision and training of foundation doctors, GP trainees and medical students, Implant fitting.

GP Partner



### Stephanie Coombs

Responsible for Leadership and Management, staff development, retention and progression, and improving patient experience.

Practice Manager

# YOU SAID IN 2025

Family and Friends Testing (often referred to as the Friends and Family Test or FFT) is a patient feedback tool used across the NHS in England. It's designed to gather patients' opinions on the care and treatment they received, helping services improve quality and patient experience. Thank you to all patients who have taken the time to give feedback.

