Cadbury Heath Healthcare Patient Newsletter (Sept 2026)

Welcome to this edition of the Cadbury Heath Healthcare Patient Newsletter.

Opening Times:

Monday: 07:30-18:30

Tuesday: 07:30 – 18:30/ 18:30-20:00 extended access

Wednesday: 07:30 – 18:30

Thursday: 07:30 – 18:30

Friday: 07:30 – 18:30

Autumn shows us how beautiful it is to let things go – Unknown

PRACTICE NEWS:

Since our last newsletter we have welcomed to Cadbury Heath Healthcare a new reception frontline worker and we have said goodbye to two reception frontline workers (we are in process of trying to recruit to this team).

Dr Rebbeca Wood is back form maternity leave, and Dr Florence Ingham will also be back form maternity leave in October.

Bank Holidays (for the remainder of 2026).

Friday 25th of December 2026

Monday 28th of December 2026

Friday 1st of January 2027

Please note that the practice is closed over all UK Bank Holidays.

If you need medical advice when we are closed, please call NHS 111.

Cadbury Heath Healthcare Patient Newsletter (Sept 2026)

Cadbury Heath Healthcare Gardening Club

Wellbeing Garden

We have been lucky enough to secure funding to create a wellbeing garden to be enjoyed by our patients and staff.

Would you like to come and spend a couple of hours every week to help keep the weeds down and be part of this amazing project.

Please just come along to the surgery every Friday 10am-12 midday, no experience needed.

You don't need to garden, please come along for a chat and cup of tea,

Friends and Family feedback

Thank you to everyone who has completed our family and friends survey. Here are some actions we have taken from the feedback.

You said... The surgery is empty where is everyone?

We did.... When the surgery is empty - Doctors maybe on Emergency Home Visits, are having telephone consultations with patients, dealing with an emergency or processing urgent results for patients or holding multi professional meetings.

You said...I needed an appointment with the GP and I it sent me to the Pharmacy it wasn't appropriate.

We did - We have recently introduced Sentier's, a Care Navigation tool to ensure patients are seen by the right health care professional for their condition

You said: You need more staff answering the telephone

We did.... We are trying to recruit further staff. In the meantime, for non-urgent enquiries there are various other ways to contact the practice.... Did you know you can look up your test results on the NHS App? If you are sent a booking link for an appointment, please do book your appointment this way. Did you know you can complete an eConsult online for routine problems?

Cadbury Heath Healthcare Patient Newsletter (Sept 2026)

Vaccination campaigns

This Autumn we will be running our COVID and Flu vaccination campaign.

Invitations are being sent out to eligible patients. For information on eligibility for these vaccines please see below.

NHS-Eligible Cohorts for Seasonal Influenza Vaccination

From September 2026:

- Pregnant women
- All children aged 2 or 3 years on 31 August 2026
- Primary school-aged children (Reception to Year 6)
- Secondary school-aged children (Year 7 to Year 11)
- Children aged 6 months to under 18 years in clinical risk groups

From October 2026:

- Adults aged 65 years and over
- Adults aged 18 to under 65 in clinical risk groups (as per Green Book, Chapter 19)
- Residents in long-stay care homes
- Carers in receipt of Carer's Allowance or those who are the main carer for an elderly or disabled person
- Close contacts of immunocompromised individuals
- Frontline social care workers without employer-led occupational health cover.

NHS-Eligible Cohorts for Autumn COVID-19 Booster

From October 2026

- Residents in care homes for older adults
- All adults aged 75 and over
- Individuals aged 6 months and older who are immunosuppressed (as defined in Tables 3 and 4 of the COVID-19 Green Book, Chapter)

Cadbury Heath Healthcare Patient Newsletter (Sept 2026)

Prescription Phone Line

Did you know we have a dedicated prescription phone line, open Monday to Friday from 9-3pm.

If you have any prescription related queries, please call us on 0117 9805700 and select option 2.

Please check the NHS app in the first instance to see if your prescription has been sent to the pharmacy. We are unable to take prescription requests over the phone.

New appointment process

We have sent communication to ask for all routine requests for GP or Physio appointments, to be sent through our EConsult system.

We have had a lot of patients ask why we have done this.

There are a lot of ways patients can contact us. Through the phone, EConsult system or by speaking to our receptionist at the front desk. What we want to make sure if that all patients have the same access to appointments whether they prefer to call us or come see us in person or submit an online form.

By all requests going through our EConsult system, we can triage every request and ensure you are seen by the right clinician, in the quickest time.

Appointments are released daily for 2 weeks' time; we will contact patients in order of when the EConsult is received to book in an appointment.

If anyone cannot fill out the EConsult form, our reception team will be happy to do this for you.

Please note we have seen an increase in urgent appointment requests come through on EConsult forms. All urgent appointments are to be called through or to speak to our receptionist at the surgery to make sure there is no delay to your care.

Consult Online from Home - Cadbury Health Healthcentre

Cadbury Heath Healthcare Patient Newsletter (Sept 2026)

AVT (Ambient-voice-technology)

We are always looking for ways to improve your care.

Our clinicians are now using Heidi Health AI scribe, an ambient voice technology tool (AVT), to help with notetaking and admin tasks during appointments. This means your clinician can focus even more on you!

If you don't wish for Heidi to be on in your consultations, just let your clinician know.

If you want to know more? Please visit our website**:**

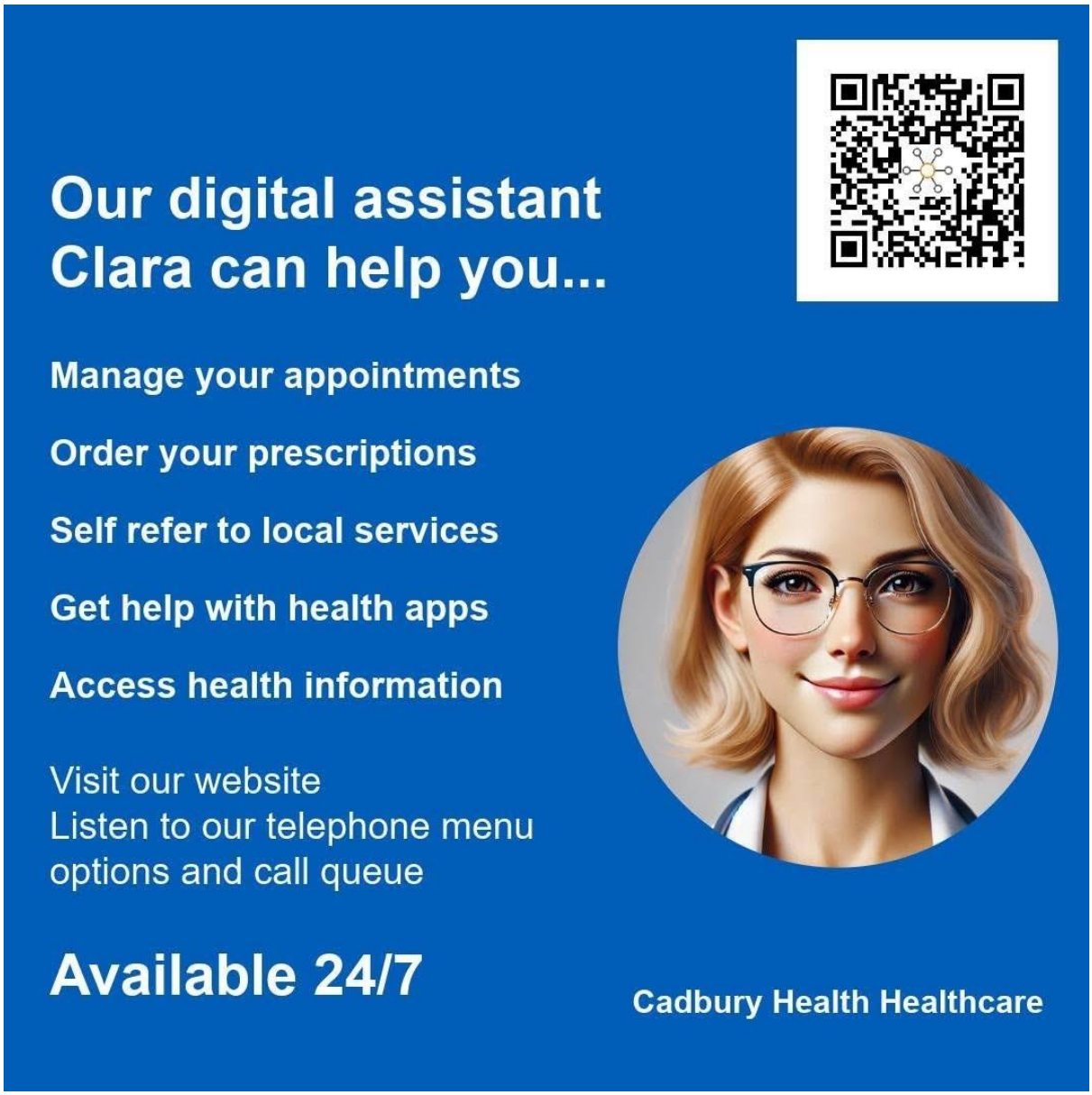
Heidi AI Scribe « Cadbury Heath Healthcare

We'd love to hear your thoughts on AVT, give your feedback here:

https://forms.office.com/e/zRYZFeyprA

Cadbury Heath HealthCare, Parkwall Road, Barrs Court, Bristol BS30 8HS
Tel: 0117 9805700

Cadbury Heath Healthcare Patient Newsletter (Sept 2026)



Clara our digital assistant is now live on our website (she will pop up in the bottom right-hand corner)

Clara is a chat bot that can help you with general enquiries and signpost you to the most appropriate service and Clara is available 24/7.