

**Your GPs are:**

**PARTNERS:**

Dr Richard Gillings

Dr Sarah Wigmore

Dr Kate Rawling

Dr Carrie Saunders

Dr Jillian Drury

**SALARIED GP's:**

Dr Helen McGeown

Dr Jocelyn Stevens

Dr Tom Cutts

Dr Heather Cox

Dr Emma Patch

Dr Harriet Muray

**PRACTICE  
BUSINESS  
MANAGER:**

Cara Fynn

**DEPUTY  
PRACTICE  
MANAGER:**

Jo Curnow

You can find us on

Facebook



## Friends + Family Test (Patient Feedback)

We just wanted to say a big thank you to our patients for taking the time to give such lovely feedback following their appointments. After patients have been to see us, we give them the opportunity to feedback via text or by completing a form in our waiting room.

Whilst we always look to improve wherever our service falls short, our staff really appreciate the comments that you leave, and we wanted to take this opportunity to share the scores you have given us and some of your kind words!

Rating	Dec-25	Jan-26	Feb-26
Recommended	96%	95%	96%
Neither/Don't know	2%	2%	2%
Not Recommend	2%	3%	2%

- *'Once again seen the nurse who I found friendly, professional very efficient she is a credit to the surgery.'*
- *'Easy online request process, polite receptionist and excellent doctor'*
- *'On time, friendly, quick and informative'*
- *'I was treated kindly'*
- *'Very caring, on time, and very friendly'*

## Staff Spotlight - Sara Hibbs

***A warm welcome to our new Patient Engagement & Experience Manager!***

Hi, my name is Sara Hibbs and I am the new Patient Engagement and Experience Manager at Priory Surgery!

With 18 years of experience in the education sector, including the last decade focused on supporting individuals with special educational needs and disabilities, I have developed a strong foundation in communication, empathy, and tailored support.

Working closely with a diverse range of children and adults has equipped me with the ability to understand individual needs and adapt approaches to ensure everyone feels heard and supported.

These skills have enabled me to transition into the NHS, where I now work alongside the reception team to enhance patient interactions and help ensure that every individual accessing the surgery receives the understanding, patience, and support they need.

## Surgery

### Opening Times:

8.00am—6.30pm

Both telephone calls and face to face appointments are available

We also offer early morning and evening appointments. Please see website for details.



Please help our reception team by remembering test results can only be given out between **12 and 4pm daily**

## Sleep Well, Live Better!

The connection between sleep and mental well-being is stronger than many realize. Consistent research shows that poor sleep increases the risk of anxiety, depression, and emotional instability. During deep sleep, the brain processes memories, clears stress hormones, and stabilizes mood.

People who sleep less than seven hours per night are more likely to experience negative thinking patterns and irritability, and physical symptoms like fatigue or tension headaches — common warning signs for anyone wondering what are the physical signs of stress. Over time, lack of rest can lead to chronic stress and even burnout. On the other hand, quality sleep improves mental clarity, concentration, and creativity - key ingredients for emotional balance and productive living. When you sleep well, you wake up not just refreshed but mentally stronger.

For practical tips to help you build good sleep hygiene & sleep better visit the NHS website - <https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips/how-to-fall-asleep-faster-and-sleep-better/>



### WorkWellWest

WorkWell is a friendly, free and local support service for anyone with a disability or health condition who is struggling to stay in work, return to a job, or trying to find new employment. They can assist you in dealing with your health barriers to employment. If you are over 16 and you live in Bristol, North Somerset or South Gloucestershire, get in touch and find out how WorkWellWest can help.

WorkWell's team of Work and Health Coaches provides personalised support, offering advice on employment rights, return-to-work plans, and local resources to help you achieve your goals.

To be eligible you will be either:

- Out-of-work and need health-related support to return to work
- Employed and either absent through sickness or struggling in the workplace due to a health condition.

You must also meet the following criteria:

- Your home address OR address of your GP/local Jobcentre Plus falls within the WorkWell Service, which is Bristol, North Somerset and South Gloucestershire.
- You are over 16
- You have the right to work in the UK

To self refer or for further information please visit the WorkWellWest website - <https://www.workwellwest.org/>

### Missed appointment (DNA) statistics

During the months of December, January & February we had a total of 409 missed appointments.

These breakdown as:

- 89 GP/ANP appointments
- 288 Nursing team appointments
- 32 Other appointments (Physio, Mental Health Coach, Social Prescriber, etc)

Please help us if you are unable to make a previously booked appointment by using the text reminder or contacting the surgery to let us know as soon as possible so that we can offer the appointment to another patient.

Contact Number: 0117 9493988

Email us at [bnssg.priory.surgery@nhs.net](mailto:bnssg.priory.surgery@nhs.net) or visit [www.priorysurgerybristol.co.uk](http://www.priorysurgerybristol.co.uk)