



Frithwood Surgery

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Frithwood Surgery PPG Newsletter

Autumn - Winter 2025

So here it is, Merry Christmas!



SEASON'S GREETINGS FROM THE DOCTORS, NURSES AND STAFF AT FRITHWOOD SURGERY AND MEMBERS OF THE FRITHWOOD PATIENTS PARTICIPATION GROUP

How good is Frithwood?

An astounding 91% of patients at Frithwood Surgery rated the practice as “good” in the latest GP Patient Survey.

This compares with an 80% average across GP surgeries in Gloucestershire and 75% in England.

“This is a very good result for everybody,” says Frithwood’s Practice Manager Clive Fenney. “Frithwood is in the top 10 per cent in Gloucestershire.”

Other results include:

- * 93% of patients found it easy to reach their GP practice by telephone, compared with 59% in Gloucestershire and 53% in England.
- * 95% found the reception and admin team helpful.
- * 86% felt they waited the right amount of time for an appointment.
- * 95% felt the person they saw was good at listening to them.
- * 95% felt they were treated with care and concern in their last appointment.
- * And 100% felt their needs were met during their last appointment.

Every January, NHS England surveys a random sample of patients to gather feedback about their GP practice. This year 262 Frithwood patients were sent a survey and 110 responded.

* To read the full GP Patient Survey 2025 results, visit:

<https://digital.nhs.uk/data-and-information/publications/statistical/nhse-gp-patient-survey-results/2025>

Party like it’s 2025!

Preparations are well underway for the Frithwood Surgery PPG Christmas party for the over 75s.

This fun event will be held in Eastcombe Village Hall on Saturday, December 13, from 2pm to 4pm.

Places are limited, so booking in advance is essential. Pick up a booking form from the reception office at Frithwood, dust off your favourite frock or suit and get ready to spend a lovely afternoon enjoying good food and entertainment.

Younger voices

Are younger people adequately served by Frithwood Surgery? Are there things you think could be done better or is there anything missing?

Have your say and help to make a difference to Frithwood’s patients of all ages by joining the surgery’s patient participation group.

This happy band of volunteers raise funds for surgery equipment and act as a liaison between patients and the surgery.

There are around four meetings a year. To find out more, send an email to FrithwoodPPG@gmail.com



Repairs to Frithwood Surgery

Essential repairs to the wall of the dispensary at Frithwood Surgery are due to take place over the coming weeks.

They follow an incident during the summer when a vehicle collided with the building.

The repairs are scheduled to begin on November 24 and expected to finish in mid-January.

The surgery will be open and all appointments will continue as normal during the work, although it will only be possible to visit the dispensary from 8am to 9am, 10.30am to 12.30pm and 5pm to 6.30pm.

Meanwhile, three parking spaces will be blocked off and people are asked to avoid leaving a car in the car park overnight on November 23.

Find out more:

<https://frithwoodsurgery.nhs.uk/news/frithwood-surgery-building-repairs/>



FRITHWOOD FACE

Name: Lucy Dix

Job: Phlebotomist/ Healthcare Assistant

What I do: Take blood samples, carry out diabetic foot checks and INR tests & record blood pressure.

Why my work is important: It supports a diagnosis and aids medication prescriptions to be processed.

Top health advice: Keep active!

Most frequent thing you hear: "Is my B12 being checked? Can you make sure it's on there. While I'm here, can you have a look at ..?"

Favourite way to exercise: You cannot beat going for a run outdoors! It shuffles things up.

When I'm not working: I like to get in the garden, do some sport, cook, clean and spend time with family and friends.

Most surprising fact about me: Although I have been in a medical job for the past 22 yrs I have an upper 2:1 Fine art degree. I have also ran the Stroud Half Marathon in 1hr53mins.

Favourite sport: I have several favourites: swimming, running, yoga and walking.

Favourite pop group: Crowded House and Eurythmics and I've a soft spot for Take That.

Health walks

Weekly health walks have continued to prove popular and will continue every Wednesday at 10am until the weather turns inclement, resuming in 2026 after a winter break.

More than 10 walkers come along each week and there's much chatting and laughter along with the walking, followed by refreshments.

Find out more at reception.

Join the 100 Club!

Don't miss out on the Frithwood Surgery Patients' Participation Group's 100 Club.

Membership costs £24 and not only could you win cash from the £300 prize pot, but you'll be helping the PPG raise money for new medical equipment too.

Blood pressure monitors, a specialist vaccine fridge and a dermatoscope are just some of the items that have been funded.

Take part by requesting a form from reception, or visiting:

<https://bit.ly/frithwoodfundraising>

'Friend' us!

Don't miss the latest news.

Follow us on Facebook

<https://www.facebook.com/FrithwoodPPG/> or give your email

address to reception so that you can receive the newsletter in your inbox.

Registered charity

Frithwood Surgery PPG is a Registered Charity: 1054582.



Young people's mental health

Useful contacts:

Teens in Crisis 01594 372 777 or text 07520 634372

www.ticplus.org.uk

Self Harm Helpline 0808 801 0606, text 07537 410022,

www.gloucestershireselfharm.org

On Your Mind Gloucestershire

Text: 07984 404388

Young Gloucestershire

www.youngglos.org.uk or self-refer by calling 01452 501008

Link Chat

A virtual service for young people aged 16 to 25. It supports young people by matching them with a youth worker who can provide regular one-to-one telephone/online calls.

Link Chat+

Gives the option of face-to-face appointments for 16 to 25-year-olds

GPs and nurses at Frithwood Surgery are always available to talk to young people about how they are feeling.



HEADACHE

Headache is so common that everyday problems are often referred to as a “headache”.

There are more than 200 forms of headache, mostly these are not serious.

Headaches can be classified into two broad categories: “primary” are those that do not have a serious cause and are not a threat, while “secondary” can cause disability or death.

Added to this are the very common causes of headache with which we are all familiar: a cold or flu, too much alcohol, dehydration, stress, and hormonal causes during a period or in the menopause. Interestingly, too many pain killers can cause a headache.

Primary headaches

Examples include:

- Muscle tension due to stress or poor posture.
- Migraine: intermittent severe localised pain.
- Rarer forms include cluster headaches, trigeminal neuralgia and ‘ice pick pain’, which is brief stabbing headache.

Secondary headaches

The secondary headaches are to be taken seriously.

Causes include:

- Infection, most notably meningitis
- Bleeding within the brain
- Brain tumour
- Inflammation of the arteries within the head as in giant cell arteritis
- Stroke
- Head injury.

Treatment

If the cause is clear and obvious, as is the usual case, then simple measures are the order of the day. Take paracetamol or ibuprofen, drink plenty of water and rest. However, it is wise to look out for deterioration which might indicate a more serious problem.

Worrying symptoms include:

- High temperature
- Stiff neck
- Vomiting
- Non resolution of the headache with simple measures
- Visual problems
- Pain in the jaw when eating
- Signs of a stroke with limb or face weakness.

Very occasionally the common things might not be as simple as expected. **Dr Tim Crouch**



Jean Batten – chair

Get to know your PPG

Frithwood Surgery's Patient Participation Group is a group of volunteers who act as a liaison between the surgery and patients, organise health awareness and other events and raises money for new equipment through initiatives such as the 100 club and encouraging donations. The PPG was formed during the 1990s when the practice moved to its current premises in Bussage.

Anybody who is a patient of Frithwood Surgery can be part of the PPG. All ideas for taking Frithwood into the future are welcomed and considered.

The committee

Chair: Jean Batten

Treasurer: Dr Tim Crouch

Secretary: Mary Brooks

Janet Cadman

Jane Gregg

Harry Joyce

Sue Korda

David Scott

Jenny Taylor

Sue Bradley

Dr William Natrass