

Pulteney Practice Newsletter

Spring / Summer 2025

Keeping Healthy with the Pulteney Practice



Ann with Genesis, patient at the Pulteney Practice

We've been here for 101 years!

**New patients are always welcome to join us,
register with us today using the link on our website**

<https://www.pulteney.co.uk>

As a full-time Enhanced Healthcare Assistant in the Pulteney Practice I meet nearly all patients at some point. I am the first point of contact for healthcare checks, blood tests, dressings, swabs and so much more. I love meeting you all, many of whom have been registered with us for several decades (some since the 1930s, before even the NHS was established!) but many patients are new to us, having moved to Bath from elsewhere. I welcome you all.

(Ann Boakes, Enhanced Healthcare Assistant, The Pulteney Practice)

Doctors Update



Being a General Practitioner in The Pulteney Practice is a truly rewarding experience, with the opportunity to care for a vibrant and diverse community in one of the most beautiful cities in the UK. Every day brings new challenges and chances to make a real difference in people's lives, whether it's supporting patients through long-term conditions, offering preventative care, or simply being a reassuring presence in times of need. The strong sense of community in Bath, including Bathampton, means that we work closely with local healthcare providers, charities, and support services to ensure our patients receive holistic, high-quality care.

One of the joys of working as a GP in this historic city is the blend of tradition and innovation in healthcare. While Bath's rich heritage and picturesque surroundings create a unique backdrop for our work, we also benefit from modern medical advancements, digital health solutions, and excellent professional development opportunities. Being part of such a dedicated team allows us to continuously grow, share knowledge, and refine our skills—ensuring we can offer the very best care to our patients. It's a privilege to serve this community, and we're proud to be a trusted part of our patients' lives.

(Dr Emma Simpson, GP, The Pulteney Practice)

Reception Update



As receptionists, we are the first point of contact for our patients, and we love being a friendly and welcoming face for everyone who walks through our doors.

Every day is different—whether we're helping patients book appointments, answering queries, or offering reassurance during stressful moments, we take pride in making sure everyone feels heard and cared for.

Working on Great Pulteney Street in Bathwick, and within the village of Bathampton we're lucky to be part of a community that values kindness and connection. We see firsthand the dedication of our GPs and nurses, and it's incredibly rewarding to be part of a team that genuinely wants the best for our

patients. No matter how busy the day gets, knowing we've made a difference—big or small—makes it all worthwhile!

(Kathryn & Kathy, Receptionists, The Pulteney Practice)

Appointments

Online consultations

[SystemConnect](#) is a tool where you can ask the Practice questions and receive an online reply for both clinical (**routine, non urgent**) and administrative matters.

systemconnect
powered by **systemone**

Urgent Appointment

To request an urgent appointment for today or tomorrow (Monday to Friday):

- **phone us** on 01225 464187/567, Monday to Friday from 8:15am

When you get in touch, we'll ask what you need help with. We will use the information you give us to choose the most suitable doctor, nurse or health professional to help you.

Routine Appointment

To request a routine appointment in the next 7 days:

- **phone us** on 01225 464187/567, Monday to Friday from 8:15am
- **visit the surgery** and speak with a receptionist, Monday to Friday from 8:15am

When you get in touch, we'll ask what you need help with. We will use the information you give us to choose the most suitable doctor, nurse or health professional to help you.

Family Health

As a practice that cares for the whole family, we want to remind mums and dads how important it is to look after their own health too. Parenting can be busy and demanding, but making time for routine health checks is essential—not just for your own wellbeing, but for your families too. Whether it's managing blood pressure, mental health, or just a general check-up, staying on top of your health helps you be at your best for those who depend on you. We're here to support you, don't put your health on the backburner



**(Mr and Mrs Agigun
with baby Mariyam,
patients at the
Pulteney Practice)**

Information Technology

Have you seen our refreshed website? We feel this reformatted version is much more user friendly and is in line with the NHS standards. We've had some positive feedback from our patients about its easy navigation. Do take a look at: www.pulteney.co.uk.

We've also recently introduced a new telephone system. If there are more than 3 people in the queue, callers now get the option to be held in a digital queue. The benefit of choosing this option is that your position in the queue will remain without the need for you to hang on the phone. When your queue position reaches the front, the system will call you back and you will connect to one of our receptionists. We've had really positive feedback since we introduced this feature in January, and we actively encourage all our patients to use this facility.

What is an LTC?

You might receive a text from The Pulteney Practice asking you to book an appt for an LTC, and many patients don't know what that means. LTC is shorthand for **Long Term Condition**.

We will call you in during your birthday month if you are on medication to manage the following long-term conditions:

- Hypertension (raised blood pressure)
- Diabetes
- Heart failure
- Kidney failure

At the LTC appointment you will be offered a blood test, blood pressure check, height and weight measurements. We will ask your smoking status and will also send off a urine sample. It is helpful if you could bring a urine sample to your appointment and if you have a BP monitor at home please bring along some recent readings.

Blood pressure



(Rachel May, patient at Bathampton Medical Centre)

Here is our easy use blood pressure machine located in the waiting area of Bathampton Medical Centre. As well as recording your blood pressure it will record your height and weight and save this directly onto your medical record.

Childhood Immunisations

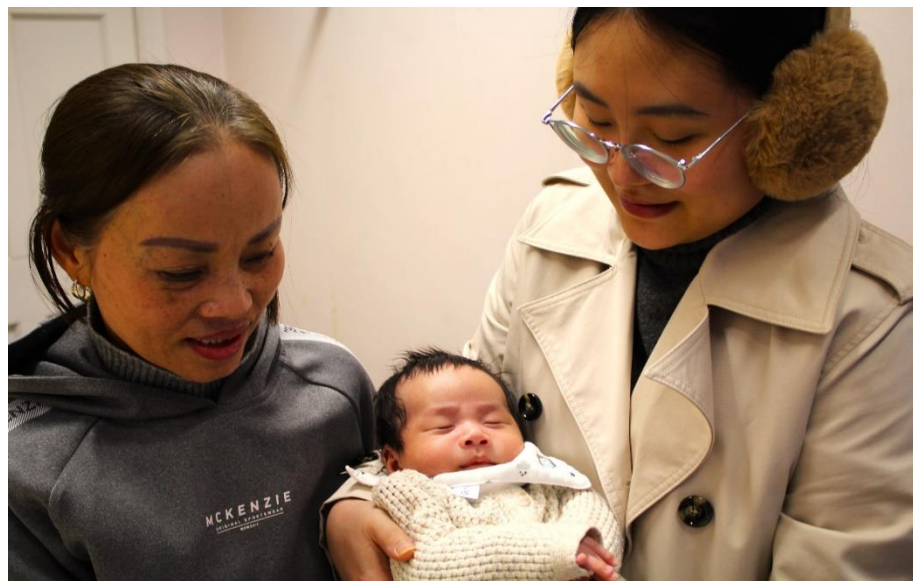
We know that as parents, you want to do everything you can to keep your little ones happy and healthy, and one of the most important steps you can take is ensuring they receive their vaccinations on time. Vaccinations protect babies from serious illnesses like measles, whooping cough, and meningitis, helping to build their immunity in the safest way possible. Our team is here to support you every step of the way—our nurses are experienced in caring for babies and will make the process as gentle and stress-free as possible. If you have any concerns or questions, please don't hesitate to ask—we're always happy to chat and provide reassurance. Let's work together to give your baby the best start in life!

Baby Checks

We offer all new mums and babies a health check at 8 weeks. Please book an appointment for this check as soon as baby is born and bring baby's red book with you.

(Lan Pham, with her mother and baby, patients at the Pulteney Practice)

Full marks at the newborn check!



Mental Health

If you're living with a mental health condition, taking care of your physical health is just as important—and we're here to support you every step of the way. We encourage all our patients with ongoing mental health challenges to attend their annual physical health check, as it's a great opportunity to monitor things like blood pressure, weight, and overall wellbeing. Mental and physical health are closely linked, and small steps like regular check-ups can make a big difference in how you feel day to day. Our team understands that attending an appointment might feel daunting, but we're here to listen, support, and provide care in a way that works for you. Please don't hesitate to book your health check—The Pulteney Practice is here to help.



(Jen and Jane, Secretaries, Bathampton Medical Centre)

It feels great to cycle to work, it enhances well-being enormously!