

Pulteney Practice Newsletter

Spring / Summer 2026



Dr Rebecca Salmon, at her desk at the Pulteney Practice in April 2026

It's a genuine pleasure to introduce myself as a new GP at Pulteney Practice here in Bath. I've been warmly welcomed by an exceptional team, and it's clear that patient care sits firmly at the heart of everything we do. I'm excited to be part of a practice that combines strong community values with a forward-thinking approach to healthcare, and I look forward to getting to know many of you over the coming months. Whether you're visiting us for routine care or more complex needs, please be assured that we are committed to providing attentive, compassionate, and high-quality support every step of the way.

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

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

We've been here, for YOU, for 102 years!

GP Training

I'm very pleased to have joined the team at Pulteney Practice for my six-month GP training placement. This stage of my career is both exciting and formative, and I'm really enjoying learning from such a diverse, skilled and supportive group of clinicians while getting to know the local community here in Bath. Personally, I'm 100% committed to providing attentive, thoughtful care and to developing my skills across all aspects of general practice to become the best GP I can possibly be and to serve the NHS for the long-term.

Thank you all so much for such a genuine, warm welcome; I started in February 2026 and am already feeling very much part of the team. I work under the close supervision of Dr Katy Gillham, a very experienced, enthusiastic trainer.



**Dr Rachel Murray,
in her consultation room at the Pulteney Practice in April 2026**

Nursing Update



Lead Nurse Katri checking an implant removal on patient Ashleigh Curl.

As Lead Practice Nurse at Pulteney Practice, I'm proud to support a service that puts patients at the centre of everything we do. Our nursing team works closely with GPs and wider staff to provide a broad range of care—from long-term condition management and health reviews to vaccinations, wound care, and preventative advice. We aim to make every contact clear, supportive, and tailored to your needs, helping you feel informed and confident about your health.

Recent improvements from the nursing team

- We have extended our RSV vaccination programme so that we now welcome those who are 80 years old and over, as well as all residents of care homes for older adults.
- Recalls for the cervical smears for under 50-year-old ladies are now 5 years instead of 3 (yippee!).
- Streamlined urine testing. If you think you may have a urine infection you can access this new service by following the pathway (reception will advise you). Remember, don't just drop in a urine sample without talking to us first or the sample may be discarded!

Urgent Care Update



Luke Fry, our full-time duty Paramedic fully equipped with the onsite Pulteney Practice defibrillator, emergency oxygen supply and resuscitation packs.

As the duty paramedic at Pulteney Practice, I've spent the past three years working on the front line of urgent, same-day care for our patients. No two days are the same—my role is fast-paced and often unpredictable, responding to acute presentations, carrying out rapid assessments, and making critical decisions to ensure patients get the right care at the right time.

Dr Dean Marshall, our Retainer GP

I've been working at the Pulteney Practice for almost 3 years now; from managing long-term illnesses to supporting patients in life-threatening crisis, I'm here to act quickly and effectively when it matters most.



Our duty surgery bridges the gap between routine general practice and emergency care, ensuring our local population has timely access to skilled, responsive support. It's a role that demands focus, adaptability, and clear communication, and I'm proud to contribute to a service that is both dynamic and essential to the community we serve.



Physiotherapy Update

Physiotherapist Alex, at her desk in Bathampton Surgery, April 2026

As the practice physiotherapist based at Bathampton Surgery, I bring many years of experience in helping patients manage pain, restore movement, and regain confidence in their day-to-day activities. I take a calm, considered approach, ensuring each assessment is thorough and each plan is tailored to the individual—whether you're dealing with a recent injury, a long-standing condition, or simply looking to stay active and independent. My focus is on practical, achievable steps that make a meaningful difference, and I value taking the time to listen and understand what matters most to you.

For those who need hospital-based physiotherapy, this is based at St Martin's hospital. You don't need a GP referral to access this service, just refer yourself via their website, or call the number below:

Adult Physio and Musculoskeletal (MSK) – (BaNES, Wiltshire)

For: Adult

You are here: [Home](#) / [Services](#) / [Adult Physio and Musculoskeletal \(MSK\) – \(BaNES, Wiltshire\)](#)

When something stops you moving like you used to, it can bring your daily life to a halt. Physiotherapy can help adults manage painful conditions in their back, neck and joints. It can also help to regain movement after surgery – giving you back the freedom to go about your day without pain again.

Support can include individual and group-based exercises, massage therapy, acupuncture and pain-relief techniques to practice at home.

Contact us



Call us

0300 247 0200

Mon - Sun, 8am - 8pm



Email

bswadults.enquiries@hrcgroup.com

Mon - Sun, 8am - 8pm. Our out of hours team are available from 8pm - 8am.

New Nurse Practitioner (= a Prescribing Nurse)

Sharon Taylor, here to meet you! I'm a respiratory nurse who joined Pulteney Practice last November and I'm here to help you breathe easier! Asthma & COPD reviews, new diagnoses, and flare-up care, struggling to breathe or got a wheeze? Come see me.



(Sharon Taylor with Bougainvillea, spacer, peak flow meter and stethoscope)

**(from left to right)
Housekeeper Judy,
with Receptionists
Laura and Lauren,
alongside Patient
Neil Barnett outside
35 Great Pulteney
Street.**



We have a new sign on display, welcoming all new and existing patients to the surgery. If you'd like to register as a patient, this can be done easily via our website.

Reception Update



(Patient Peter Kyle by the Reception Desk at 35 Great Pulteney Street. Laura is in the background)

As receptionists, we're often your first point of contact at Pulteney Practice, and our priority is to make your experience as smooth and efficient as possible. Whether you're booking an appointment, making an enquiry, or seeking guidance on the right service, we're here to help and to ensure you're directed appropriately.

The quickest way to get in touch with us is through **SystemConnect**, our online contact platform, which allows you to submit requests at a time that suits you and helps us respond promptly and safely.

By using SystemConnect, you can avoid waiting on the phone and provide us with the information we need to handle your query efficiently. **Our team reviews every request carefully and ensures it reaches the right clinician or service without delay.** We understand that navigating healthcare can sometimes feel complex, and we're committed to making access as straightforward and responsive as possible for all our patients.



New telephone system

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.

Pharmacy Update



(from left to right; Pharmacy Apprentice Arthur Yuu, Vaccination Volunteer Neil Carroll, Pharmacy Team Leader Ali Hashemian, Training Leader Chrissie, Health Care Assistant Ann Boakes, Patients: Helen Lomas, Anne Otlet, Antony Sage and Beryl Bowes)

We're pleased to remind patients about the on-site pharmacy located in the basement at Pulteney Practice, offering convenient access to a range of essential services. In addition to dispensing prescriptions, the pharmacy team provides the COVID vaccination programme, a selection of private vaccines, and a Pharmacy First service—allowing patients to receive advice and treatment for several common conditions without needing a GP appointment.

The team works closely with the practice to ensure a seamless, efficient service, and is always available to offer practical advice and support for your medication and travel health needs.



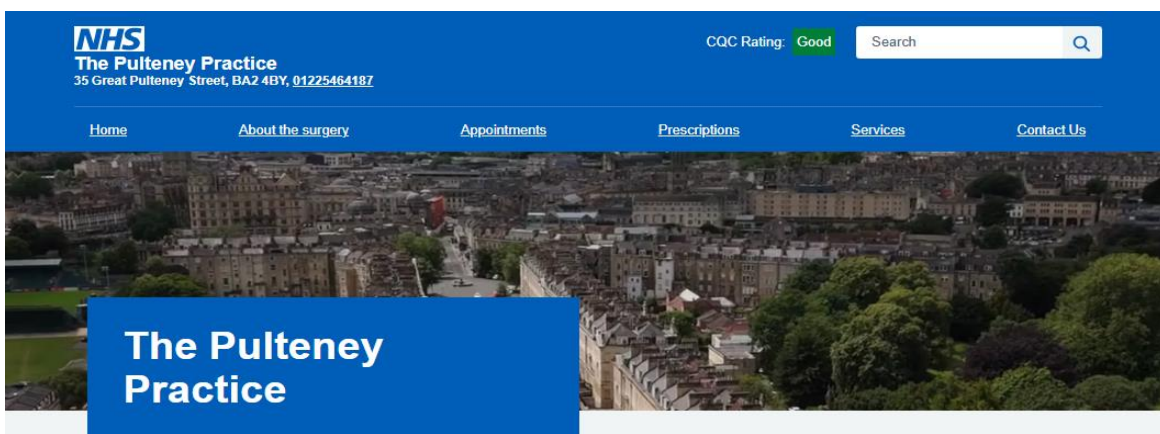
Family Health

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.

(Baby Blue with her parents, at the Pulteney Practice)

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. 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 as possible.

New website



Have you seen our refreshed website? It is more user friendly, designed to help you access us quickly and efficiently. Do take a look at: www.pulteney.co.uk.

Building update

Many of you will have noticed the ongoing improvement works in both of our sites over the last few months. In particular, the first floor GP and nurse consulting rooms at the Pulteney Practice have benefitted from a bright new makeover. The Pulteney Practice is a Grade 1 Listed Building on Pulteney Street, which means we must conform to all sorts of rules and regulations about listed buildings to ensure that the interior and exterior of the building retain the character of the original Georgian architecture. Did you know? We have vaults extending right under the centre of Pulteney Street!



Bella, our newest receptionist, sitting by the characteristic six-over-six Georgian sash windows you see behind reception. These windows are part of the original architectural design and date back 230 years. The panes are original hand-blown crown glass.

Social Prescribing Update



Tracey Peel, Our Social Prescriber with patient Ian Boutall

My role involves working with you in a holistic way to help you make positive life changes and take greater control of managing and improving your

own health and wellbeing. I will work with you to find out what matters to you and to help identify any issues and challenges that you would like to address. This will often involve creating a joint personalised action plan to help you address the wider and often non-clinical issues that may be impacting your physical and mental health, for example stress, unemployment, loneliness, being a carer, bereavement, dementia support and unhealthy lifestyles.

Mental Health

If you're living with a mental health condition, taking care of your physical health is still equally important. 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. Please don't hesitate to book your health check, we are here to help.

An infographic titled 'Support for your mental health' with the NHS logo in the top right. It is divided into three vertical panels: 'Looking after yourself' (green), 'Talking therapy' (orange), and 'Crisis' (red). Each panel contains text and a small icon. At the bottom, there is an illustration of a woman sitting on a sofa talking to a child, with another woman sitting next to them.

Support for your mental health NHS

Looking after yourself There are little things you can do to look after your mental health. The Every Mind Matters online platform gives you free expert advice and practical tips to help you look after your wellbeing.

Talking therapy If you feel stressed, anxious or depressed, you might struggle with work, life or relationships. NHS talking therapies, also known as IAPT, can help. Search [nhs.uk/talk](https://www.nhs.uk/talk)

Crisis If you or another person is experiencing a mental health crisis, you can call your local NHS urgent mental health helpline for 24/7 advice and support.

If someone's life is at risk or they cannot be kept safe, call 999 or go to A&E.

What is an LTC?

You might receive a text from The Pulteney Practice asking you to book an appt for an LTC; which is an abbreviation for **Long Term Condition**. We aim to invite patients with high blood pressure, diabetes, kidney or heart problems for an LTC check during their birthday month each year.

At the LTC appointment you are offered a blood test, blood pressure check, height and weight measurements. We ask your smoking status and may send off a urine sample. It is helpful if you bring a urine sample to your appointment and any BP readings you've been taking at home.



Doctor Jamila, Administrators Julie and Charlotte, Receptionist Kathy and Deputy Manager Sarah outside Bathampton Surgery