

Dean Medical Practice (Coleford) Newsletter

For Coleford & Brunston Surgeries & Lydbrook Health Centre

Spring 2026 edition

GDoc Mission, Vision, Values and Pillars

Our Mission: Empowering our neighbourhoods to live well, providing equity of care for all.

Our Vision: An agile, caring, collaborative and achieving team that works at the heart of health and care in Gloucestershire.

Our Values: Integrity, Innovation and Inclusivity

Our Pillars: Patient experience, People and Performance

Surgery New Build

Everything is all on track and GDOC have confirmed that the New Build will be starting in June 2026 and should hopefully be finished around June 2027.

Surgery Appointment Locations

As of 3rd March 2025, we have updated how we offer appointments across our three sites:

- **Coleford** and **Lydbrook Health Centre** now host most routine appointments.
- **Brunston Surgery** operates as our urgent care triage hub.

We may ask you to attend a site you have not used before, though many staff work across all three to ensure continuity of care. These changes have improved both efficiency and patient experience.

Appointment Availability & Booking

- **GPs:** Mon–Fri, 8:30 AM – 5:30 PM
- **Nurses:** Mon–Fri, 8:45 AM – 5:30 PM
- **Specialists:** By appointment

To book:

• To book appointments please use our website: [Dean Medical Practice – NHS GP Surgeries in Gloucestershire](#), on the main screen click on appointments and then choose request a routine appointment or get help with any health problem. Our website has recently merged with Blakeney Surgery however, you can still request an appointment the same way. You can select your 'Usual Branch Site' on the form.

- Call us on 01594 838108 during opening hours.

We will guide you to the most appropriate healthcare professional based on your needs.

Changes to Lydbrook Reception from September 2025

We will have a receptionist on site only when we are holding clinical sessions at Lydbrook. This usually occurs on Monday all day and Tuesday morning.

This change means:

- Any queries not related to dispensed medication, including booking/requesting appointments/changes, test results etc. will need to be dealt with by phone or via our website.
- We will no longer accept medication returns. You can take to any local pharmacy.
- The dispensary will be open as usual for dispensing patients to collect their medication.
- Paper repeat medication requests can still be handed in, although you can order your medication via our website or the NHS App, which we strongly recommend patients sign up to. Using the NHS App helps us process requests more efficiently, whilst providing lots of other benefits including being able to see letters and appointments. Plans to develop it even further are well under way. If you need help to set it up, please contact us.

To download the NHS App, please visit: www.nhs.uk/nhs-app/

Dispensary Services

Opening Hours:

Coleford Health Centre:

Mon–Fri, 9:00–12:45 & 13:30–18:00

Lydbrook Health Centre:

Mon- 8.30-1pm/ 1.30-6pm, Tues, Thurs & Fri- 8.30-1pm, Weds- 8.45-12.45pm 8.30-1pm

To learn more, please contact us directly.

Pharmacy First

The new NHS Pharmacy First scheme lets community pharmacists treat seven common conditions:

Impetigo (aged 1 year and over), infected insect bites (aged 1 year and over), earache (aged 1 to 17 years), sore throat (aged 5 years and over), sinusitis (aged 12 years and over), urinary tract infections (UTIs) (women aged 16 to 64 years) and shingles (aged 18 years and over)

UTIs – Go Straight to the Pharmacy

Females aged 16–65 with UTI symptoms (e.g. burning, frequent urination) can visit a pharmacy directly under **Pharmacy First**—no GP visit or sample needed. **We may not accept any urine samples at any of our surgeries that a Clinician has not requested. Samples that are unlabelled, with no name or in an incorrect bottle will be destroyed.**

West Forest of Dean PCN

Our practice is part of a Primary Care Network (PCN) alongside Blakeney, Lydney, Severnbank, and Yorkley surgeries. Together, we are delivering more connected, patient-focused care through tailored services, flexible appointments, expanded healthcare teams, and shared technology and resources.

Enhanced Access

Evening and Saturday appointments are available across West Forest of Dean PCN practices. These sessions include GPs, nurses, and other clinical staff. We offer these appointments to all registered patients when appropriate.

Advanced Mental Health Support

We offer face-to-face appointments with an Advanced Mental Health Practitioner, who can provide specialist advice and help with medication.

Telephone System

We have upgraded to a digital phone system—no more call cutoffs. **You can now hold even during busy times or choose the option to have a call back later.**

To check your referral with Gloucestershire Hospitals, either call the Customer Care Hub directly (see below) or press 2 when calling us and you will be redirected straight to them.

Customer Care Hub (0300 422 6360)

Tracking a referral: Contact the Care Hub for updates on referrals and appointments at Gloucestershire Hospitals NHS Foundation Trust.

This is available: Mon & Wed: 8am–6pm | Tue, Thu & Fri: 8am–4pm | Sat: 8am–1pm

Missed Appointments (DNA)

In February 2026, nearly 72 hours of clinical time were lost due to missed appointments—please cancel if you cannot attend. It is quick and easy via **01594 838108**, the **NHS app**, or the cancellation link in your reminder.

Help Us Help You

- Label any readings or samples with your **name and date of birth and date**
- Drop off **samples before 2:30pm** at Coleford Medical Practice, Railway Drive
- Call **after 11am** for test results—or check anytime on the **NHS app**

Non-NHS work

If you have any inquiries about non-NHS work, e.g. medical reports, please contact reception in-person or by telephone.

Management Queries and Practice Feedback

For matters directed to the Practice Manager—such as complaints, suggestions, or general management queries—please email: glicb.colefordmedicalpractice@nhs.net

We aim to reply within three working days. If you do not receive a response, it is possible that the NHS mail filter has blocked your message. In that case, we ask that you follow up by phone, in person, or by post to ensure that we receive your query.

Our Patients and Our Workload

We currently care for **13,462 patients**. Every appointment and call matters—thank you for your patience and kindness as we support our community.

Patient Participation Group

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service and to make reasonable efforts for this to be representative of the practice population. The group meets at Coleford Medical Practice every 3 months on a Wednesday afternoon.

If you would like to join our group, please email: colefordppg@yahoo.com

Anima Document Processing

We have started using a new system called Anima. Anima is a digital tool that helps the surgery manage incoming letters and other documents more efficiently, helping us to ensure that our incoming documents are dealt with efficiently and in a timely manner. This is approved by the NHS and works with your GP Practice to enable us to provide you with care.

AI Scribe

Another system that we have incorporated is AI Scribe. This is a digital assistant that helps clinicians by listening to the consultation and creating the clinical notes automatically. This doesn't make decisions or diagnose, it simply turns the spoken conversation into a structured medical note that the GP will then check, edit and approve.

Digital switch over

The “digital switchover” refers to traditional analogue phone lines being replaced with digital systems, primarily using internet protocol (IP) for calls. This transition, which will be completed by 2027, affects everyone who uses a landline, including many elderly individuals, particularly those relying on telecare devices like personal alarms. It is crucial for individuals or their caregivers to contact their landline provider to ensure their telecare equipment will work with the new digital system.

You can access more information by copying the link below:

www.gloucestershire.gov.uk/media/ok0hd55p/digital-switchover-easy-read-text.pdf

Forest Compass

The Forest Compass is a physical and online directory listing many of the regular activities, support groups and clubs available in the Forest of Dean.

You can access more information by selecting the link below:

<https://www.fvaf.org.uk/forestcompass>

Urgent Medication

If you run out of medication out of Surgery hours:

- Use the **NHS pharmacy finder** for open pharmacies
- Check the **Community Pharmacy on-call rota** displayed on the window of the surgery
- Contact **NHS 111**
- Bring packaging of previous medication if you can when visiting a pharmacy without a prescription

Pharmacy Services Near You

Coleford Pharmacy & Day Lewis Pharmacy - Located in Pyart Court, Coleford, GL16 8RG.

Drybrook Pharmacy - Located on Drybrook Road, GL17 9JA.

Day Lewis Pharmacy - Located on 42 Park Road, Berry Hill, GL16 7AG.

Services include prescriptions, health checks, vaccinations, emergency contraception, smoking support, and more.

Support Contacts

Helpful numbers in the community:

- GDASS Domestic Violence 01452 726570
- Forest of Dean District Council: 01594 810000

- Forest Voluntary Action Forum 01594 822073
- Gloucestershire Carers' Hub 0300 1119000
- Lydcare Transport Services 01594 544414
- Childline free phone number 0800 1111

Defibrillator Locations

To access a defibrillator, **call 999** for locations, instructions, and access codes.

Thank You

We are grateful to have you as part of our community. We hope this newsletter has been helpful. Your thoughts and suggestions are always welcome—please do share your feedback.

Warm regards,

Coleford & Brunston Surgeries & Lydbrook Health Centre