



# Cam and Uley

## Family Practice

# Newsletter

## July 2026

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# Welcome to the July 2026 Edition of Our Newsletter!



Dear Patients, Staff, Volunteers, Carers, and Supporters of Cam and Uley Family Practice,

There has been lots for the Practice and PPG to get their teeth stuck into over the last few months!

One key area, which I am sure will be of interest to many of you, is the formation of the PULSE Group. PULSE stands for Planning & Upgrading Local Services for Everyone but, perhaps more importantly, reflects the recognition that GP services are at the heart of our community.

The new group brings together Practice Partners, PPG members, Integrated Care Board (NHS) representatives and developers to discuss options for the future of Cam Surgery, including the potential development of a new purpose-built facility. A key priority for the group is to ensure that patients and the wider community have opportunities to contribute their views as plans evolve. With this in mind, a patient survey was developed, and we are extremely grateful to the many patients who took the time to participate. You can read more about the survey findings later in this newsletter. While it may not be possible to accommodate every individual preference, the feedback received will play an important role in informing future discussions and decision-making

We continue our journey of introductions to our GP's, practice staff and PPG members as well as some new information you may find helpful. Of note is that Dr Neil Fletcher will be leaving the practice in August and we wish him all the best for his future endeavours and thank him for his contribution to the Practice..

The Practice and PPG remain committed to continually improving services for patients and the wider community, so please remember, we are here to help. If you are experiencing difficulties, you are unsure about anything, or need some support, please contact the practice staff who will be very happy to help you.

We are always keen to hear your feedback and suggestions for future editions! Please send your thoughts to us via email (see PPG Chair contact on page 9), or write them down and pass them to one of our friendly receptionists. Just be sure to mark the envelope or note clearly with "FAO PPG" so we can ensure it reaches the right person.

Thank you for being part of our community, and we look forward to sharing more with you in the future!

Warm regards,

Cam and Uley Family Practice PPG and Practice Team

# Patient Survey Summary and Our Thanks



We received a record number of responses to our recent patient survey, just short of 1,400 people participated. **So, our first message is a huge thank you to all of you for taking the time to provide your feedback.**

Here are some of the highlights from the survey:

1. Which surgery do you usually visit?				
Answer Choices			Response Percent	Response Total
1	Cam Surgery		77.85%	1072
2	Uley Surgery		3.99%	55
3	I use both surgeries		18.16%	250
			answered	1377
			skipped	15

2. How does having a surgery in Uley continue to help you?				
Answer Choices			Response Percent	Response Total
Open-Ended Question				
1	There were 286 responses to this question. Typical responses were that <ul style="list-style-type: none"> <li>The surgery is close to home</li> <li>It is convenient</li> <li>It is difficult to travel to Cam or elsewhere by bus</li> <li>It feels more safe / welcoming</li> </ul>		100.00%	286

As noted at the start of the survey, there are no changes planned for the Uley Surgery

3. How do you usually travel to Cam Surgery?				
Answer Choices			Response Percent	Response Total
1	Bus		1.45%	20
2	Car		76.47%	1053
3	Taxi		0.80%	11
4	Walk		31.88%	439
5	Other (please specify):		3.34%	46
			answered	1377
			skipped	15

# Patient Survey Summary and Our Thanks

## Survey highlights (continued)



4. Thinking about Cam Surgery, please tell us whether you agree with the following statements:					
Answer Choices	Strongly Agree	Agree	Disagree	Strongly Disagree	Response Total
I am able to park when I visit the surgery	10.45% 138	56.29% 743	27.88% 368	5.38% 71	1320
The building is accessible	33.09% 451	62.29% 849	4.40% 60	0.22% 3	1363
There is enough space in the reception area	13.88% 190	41.20% 564	38.42% 526	6.50% 89	1369
I feel comfortable sharing personal information in the reception area	8.39% 115	41.43% 568	40.99% 562	9.19% 126	1371
There is enough space in the waiting room	31.43% 430	64.62% 884	3.65% 50	0.29% 4	1368
The clinical rooms are a good size	27.12% 371	70.91% 970	1.97% 27	0.00% 0	1368
The building is a comfortable temperature	22.86% 312	70.70% 965	5.57% 76	0.88% 12	1365
				answered	1373

## Proposal for development of a new building for Cam Surgery

5. Before today, were you aware that a new surgery building in Cam was being considered?			
Answer Choices		Response Percent	Response Total
1 Yes		21.35%	294
2 No		78.65%	1083
		answered	1377
		skipped	15

Q6. To date, there have been no formal communications about the potential for a new GP surgery in Cam, as the proposal remains at a very early stage. As expected, this meant that the majority of respondents had not yet been aware of the proposal. Among those who had become aware, most had picked up information informally — primarily through word of mouth or the local press — with smaller numbers mentioning Facebook, village newsletters, or other sources.

7. Would you support the development of a new surgery building in Cam?			
Answer Choices		Response Percent	Response Total
1 Yes, I would strongly support this		40.48%	544
2 Yes, I would support this		51.71%	695
3 No, I would oppose this		6.03%	81
4 No, I would strongly oppose this		1.79%	24
		answered	1344
		skipped	48

# Patient Survey Summary and Our Thanks

## Survey highlights (continued)



8. What would be your priorities for any new surgery building in Cam?				
Answer Choices	High Priority	Medium Priority	Low Priority	Response Total
Additional parking	60.46% 818	32.89% 445	6.65% 90	1353
Accessibility (step-free access, lifts, automatic doors, accessible toilets, etc)	57.15% 775	31.86% 432	10.99% 149	1356
Sustainability/environmentally friendly building	46.56% 630	43.16% 584	10.27% 139	1353
Privacy/confidentiality (e.g. at reception)	69.92% 953	27.15% 370	2.93% 40	1363
Additional services	45.98% 606	45.14% 595	8.88% 117	1318
Layout of the building (waiting areas, consulting rooms, reception)	43.97% 591	46.88% 630	9.15% 123	1344
Shorter waiting times	81.81% 1111	16.20% 220	1.99% 27	1358
Hearing loop	32.63% 433	41.22% 547	26.15% 347	1327
Clear signage for people with visual impairment etc	51.15% 688	35.46% 477	13.38% 180	1345
Waiting areas that accommodate people who need a quieter space	34.42% 464	47.63% 642	17.95% 242	1348
More consulting rooms	47.60% 634	44.89% 598	7.51% 100	1332
			answered	1369
			skipped	23

When asked about additional priorities for a new surgery, respondents highlighted the importance of providing a wider range of services locally. Suggestions included access to specialist services such as physiotherapy, hearing services, women's health, mental health support, minor surgery, ultrasound facilities and an on-site pharmacy. There was also support for preventative and community-based approaches, including social prescribing, complementary therapies and healthy living initiatives. The design and accessibility of the building were also important considerations. Patients wanted a welcoming, accessible environment with adequate parking, comfortable waiting areas and facilities for families and people with disabilities. Many respondents also emphasised the need for sufficient staffing levels, easier appointment and prescription systems, and effective communication to support patient access and reduce missed appointments.

9. What transport provisions might you find helpful? Please tick all that apply				
Answer Choices		Response Percent	Response Total	
1	Blue Badge parking		33.87%	443
2	More parking places		74.69%	977
3	Bus stop nearby		31.73%	415
4	Safe walking route		46.10%	603
5	Provision for cyclists		19.34%	253
6	Drop-off area		41.59%	544
			answered	1308
			skipped	84

# Patient Survey Summary and Our Thanks

## Survey highlights (continued)



10. Which additional services might you find useful if they were available?				
Answer Choices			Response Percent	Response Total
1	Community/district nurse clinics		59.29%	772
2	Community health services		44.39%	578
3	Diagnostic services		64.59%	841
4	Health education sessions (e.g. managing diabetes, or other health conditions)		38.79%	505
5	Mental health support		42.86%	558
6	On-site pharmacy		76.42%	995
7	Outpatient clinics		62.52%	814
8	Podiatry		38.71%	504
9	Social Prescribing		17.82%	232
10	Other (please specify):		6.61%	86
			answered	1302
			skipped	90

11. What is your biggest concern about a proposed new Cam Surgery?			
Answer Choices		Response Percent	Response Total
1	<p>Open-Ended Question. There were 932 responses to this question. Typical responses related to concerns about</p> <ul style="list-style-type: none"> <li>the possible location of any new surgery</li> <li>the distance people might have to travel to any new surgery</li> <li>the impact on those who currently walk to the surgery who might no longer be able to do so</li> <li>the cost of building any new surgery</li> <li>disruption during the transition</li> <li>the continued expansion of the population in Cam</li> <li>Enough staff to meet demand</li> <li>The neglect / closure of Uley Surgery</li> </ul>	100.00%	932

12. What is the one thing that you would most like a proposed new Cam Surgery to achieve?			
Answer Choices		Response Percent	Response Total
1	<p>Open-Ended Question. There were 956 responses to this question. Typical responses related to</p> <ul style="list-style-type: none"> <li>Shorter waiting times for appointments</li> <li>More staff</li> <li>More parking</li> <li>Ease of access</li> <li>Safe welcoming space</li> <li>Onsite pharmacy</li> </ul>	100.00%	956

# Change in Prescribing Policies



## Progesterone for period delay policy

In line with local NHS policy, the Practice will no longer provide NHS prescriptions for progesterone solely to delay periods for holiday or travel purposes. However, patients may obtain a private prescription for progesterone through the Practice, and this service is also available from a number of online pharmacies.

## Fear of Flying Policy

Due to prescribing guidance and safety concerns, we will no longer be prescribing the sedating drug Diazepam for fear of flying. There are several very good reasons why prescribing these drugs is not recommended:

Diazepam is a sedative, which means it makes you more relaxed and sleepier. If there is an emergency during a flight, it may impair your ability to concentrate and delay reaction. This could have serious safety consequences not just to yourself, but to those around you.

Sedative drugs can make you fall into an unnatural non-REM sleep. This means you won't move around as much as you would do in natural sleep. This can cause you to be at increased risk of developing a blood clot in the leg (DVT) or even the lung. Blood clots are very dangerous and can even prove fatal. This risk is even greater if your flight is greater than 4 hours.

Whilst most people find Diazepam sedating, a small number have paradoxical agitation and increased aggression. It can also cause disinhibition, leading you to behave in a way that you would not normally. This could impact on your safety as well as that of other passengers. A similar effect can be seen with alcohol, which has led to passengers being removed from their flights. It could also get you into trouble with the law.

The British National Formulary (BNF), the reference guide for prescription of medications by doctors in the UK, states that the use of benzodiazepines is not allowed in treating phobia. Doctors take a significant legal risk by prescribing against these guidelines. They are only licensed short term for a crisis in generalised anxiety. If this is the case, you should be getting proper care and support for your mental health and not going on a flight.

You can find support for flight anxiety by visiting:

**Fear of Flying – Anxiety UK:** <https://www.anxietyuk.org.uk/anxiety-type/fear-of-flying/>

**Understanding anxiety – Mind:** <https://www.mind.org.uk/information-support/types-of-mental-health-problems/anxiety-problems/understanding-anxiety/>

Given the above, we will no longer be prescribing Diazepam for flight anxiety or Zopiclone for flight insomnia. We appreciate that fear of flying is very real and very frightening. A much better approach is to tackle this properly with a Fear of Flying course run by the airlines. We have provided a number of these below:

**Flying with confidence - British Airways:**

<https://www.britishairways.com/content/information/travel-assistance/flying-with-confidence>

**Fear of Flying Course – Fearless Flyer:** <https://www.fearlessflyer.easyjet.com>

# Helping us to help you



## Did Not Attend (DNA) Appointments

We completely understand that life doesn't always go to plan. Illness, caring responsibilities, transport problems or simply forgetting can all mean that an appointment you booked with good intention is no longer needed. However, when someone does not attend an appointment without letting us know, that time is lost to the Practice...

... and more importantly, it is lost to another patient who may urgently need care. Every missed appointment is a missed opportunity for someone else waiting for help, reassurance, or treatment.

We have a number of appointments every week that are not attended. If these could be reused, it would make a real difference to waiting times and access for everyone.

We would like to gently encourage all patients: if you cannot attend, please cancel your appointment as early as possible.

It doesn't matter how close to the time it is — even short notice cancellations can often be offered to someone else in need. No one will be upset, and you will not be judged for cancelling; it simply helps us help others.



While we will always try to be understanding, we must also ensure that appointments are available to all patients who need them. As a result, persistent offenders may ultimately be removed from our patient list.

Thank you for helping us make the best possible use of appointments and for supporting your local NHS service.



## Uley Dispensing - The 3 Day Rule!

At Uley Practice, once a prescription has been issued by a clinician, patients should normally expect it to be dispensed after the 3 working day period in line with our local dispensing protocol (and national guidelines). This timeframe allows the prescribing and dispensing processes to be completed safely and efficiently, and helps manage the significant workload on the dispensing team.

We have seen an increase in requests for prescriptions to be issued and ready before this 3-day window. We would like to respectfully remind patients that adhering to this timeframe is important in supporting safe practice and reducing pressure on the pharmacy team, who work hard to process prescriptions as quickly as possible.

There will, of course, be exceptions where medication is needed urgently. In such cases, the clinical team will ensure appropriate arrangements are made. We are grateful for patients' understanding and cooperation in helping us maintain a safe and sustainable service for everyone.

# Holiday Activity and Food Programme



We thought it would be useful to let you know about The Holiday Activity and Food (HAF) programme which is returning this summer, offering a wide range of fun activities and nutritious meals for children and families from 22 July to 1 September.

HAF is available for children and young people who receive benefits-related free school meals. If families are unsure about eligibility, they can contact the team at [freeschoolmeals@gloucestershire.gov.uk](mailto:freeschoolmeals@gloucestershire.gov.uk) for friendly advice and guidance.

If your child is eligible for the Holiday Activities and Food (HAF) Programme, now is a great time to make sure your Family Hub account is up to date so you're ready when bookings open.

To help make the booking process as quick and easy as possible, please:

- ❖ Add an individual profile for each child
- ❖ Check that your emergency contact details are complete and up to date
- ❖ Include details of any additional needs or disabilities so providers can offer the right support
- ❖ Review and update your contact information

Keeping your account up to date will help ensure faster, smoother bookings, allow activity providers to tailor support to your child's needs, and help create a positive and inclusive experience for all children and young people taking part.

Please also help spread the word to friends, family and others who may be eligible for the programme.

If you have any questions about the programme, you can get in touch with HAF by emailing [HAFParentenquiries@gloucestershire.gov.uk](mailto:HAFParentenquiries@gloucestershire.gov.uk)

Together, we can help ensure that families across Gloucestershire are able to access a safe, supportive and enjoyable programme this summer.

We hope this will be helpful information to families who are able to access the programme and look forward to the HAF programme being another great success!



# Patient Participation Group (PPG)

Working alongside the practice staff members to ensure patients are at the heart of responsive services.



## Meet Our PPG Members: Sian Smith

Hello, I'm Sian Smith the newest member of the PPG team. I started my working life in the Lord Chancellors Department working first in Bristol County Court and then Regional HQ in Clifton leaving the civil service after 10 years. Following a spell in USA/Canada I came home and took jobs as varied as car rental and investment management. By this time, I was living in Stroud where I set up working for myself as a freelance secretary and subsequently bookkeeper.



I moved to Coaley with my husband Michael, 2 cats and a Citroën 2CV in 1994 and took up the role of Parish Clerk soon after. I stepped aside after 2 electoral seasons to concentrate on my expanding business and then fell into the role of Treasurer for the fledgling community shop. I have recently given up this position after 15 years and, as I wind down towards retirement after 50 years of work, I hope to bring my administrative skills to the PPG.

We inadvertently became 'dog people' when one of my clients bequeathed me hers upon moving abroad. This gives me the reason for walks around the village and beyond. I've also expressed interest in getting involved with Riding for the Disabled again.

## Meet Our PPG Members: Sally Lamerton

I have lived in Uley since 1982. After qualifying as a State Registered Nurse at the Middlesex Hospital in London in 1967, worked in a variety of NHS roles until retiring in 2007. An appointment as a school nurse in the Southmead area led to further training, and I qualified as a health visitor in 1987. I later became the health visitor attached to the Uley and May Lane Surgeries, working with children and young families. The role involved supporting new parents and advising on health promotion, infant nutrition, child development, behaviour management and safeguarding. I also worked as a smoking cessation adviser for the Uley practice.



My hobbies and interests include painting, walking, music, singing with two local choirs, reading, a book group and involvement with Uley WI, where I served as President for six years. I am also a reluctant gardener, although lockdown helped me appreciate it a little more.

With sons and grandsons who spend much of their spare time on or in the water, I have long supported the RNLI, alongside my husband, who is the outgoing chair of the Dursley branch.

I joined the CUFPP PPG in 2017, having worked alongside the practice for twenty years and been a registered patient for over forty years. I also played an active role in the campaign to retain the facilities in Uley which are highly valued by local residents.



If you would like to contact the PPG about anything Practice related, please contact us via email (see PPG Chair contact on the Key Information page at the end).

## Meet the Practice Team



### Dr Navay Rallapalli – General Practitioner

I graduated with an MBBS degree in India and moved to the UK in 2014 following my marriage. Since March 2016 I have worked within the NHS building a broad range of clinical experience across both secondary and primary care settings. My early NHS career was in paediatrics and neonatology, working in hospitals across Wales until 2019. These roles provided invaluable experience in caring for children, newborns, and their families, while strengthening my clinical, communication, and multidisciplinary team-working skills. In 2019, I moved into General Practice and completed my GP training through the Certificate of Completion of Training (CCT) programme in 2023.



Since qualifying as a GP, I have been working as a General Practitioner, providing comprehensive patient-centred care to individuals and families. I have developed a particular interest in women's health and menopause training to support women through all stages of their health journey. Outside of work, I enjoy gardening and hosting gatherings for family and friends. I am also a proud mother of a 7 year old son, who keeps me busy and brings great joy and energy to every day life.

### Terri Rogers - Pharmacy Technician

My Name is Terri Rogers I am a Pharmacy Technician with 13 years' experience working for the NHS. I've worked within Community pharmacy for 8 years and currently 5 years in Primary Care.

As a Tech we are key members of the pharmacy team and play a vital role in providing advice and information to GPs, staff, and patients to support the improvement of prescribing safety, quality, cost-effectiveness and the appropriate use of medicines to get the best outcomes for patients. I like to encourage a positive culture of medicines optimisation principles to assist the PCN in achieving local and national medicines-related objectives.

In my free time, I like to read, explore new destinations, and spend time socialising with family and friends.



And finally we say farewell...

## ...to Neil Fletcher

GP MA (Cantab), MB, BChir. (Cantab), MRCS (England),  
MRCGP, DFFP, DTM&H (Liverpool), ALCM



After qualifying from the University of Cambridge in 1998, Dr Fletcher joined Cam & Uley Family Practice in 2009, where he has worked for the past 17 years.

During those years, as well as treating many, many patients in his role as a GP he has also been a Bristol University GP teacher and a GP trainer. He has maintained special interests in minor surgery, ENT, tropical medicine, and medicine education.



**We wish Neil all the very best in his new endeavours and  
below is a personal message  
he wanted to share with you all.**

**There will also be a farewell book for Neil in reception if  
you would like to send your best wishes.**

**Dear Patients,**

It has been a privilege to have served as your family doctor for the last 17 years. I have become very fond of you all over the years and am lucky to have enjoyed such good relationships with you.

Now though, it is time for a new chapter and I am moving on to a new Practice. The time is right for me, personally, professionally and most importantly for my family.

My approach to practising medicine has always been to “treat others (and their families) as you would like to be treated yourself”. I’ve tried my hardest to achieve this – and I genuinely hope that, most of the time at least, I have succeeded. If you see me around in Dursley – do please stop and say hello.

Wishing you all the best in life and for the future- I will miss you!

Fond regards  
Neil Fletcher

## Key Information



Here are just a few of the websites, email addresses and phone numbers that may be useful.

Cam Surgery Fairmead Dursley Gloucestershire GL11 5NE	Telephone 01453 540066	Opening Hours 8am-6.30pm Monday to Friday
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Uley Surgery 42 The Street Uley Gloucestershire GL11 5SY	Telephone 01453 540066	Opening Hours 8.00am - 1.00pm 2.00pm - 6.30pm Monday to Friday
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### PPG Chair Contact:

Jack Gritt  
Cam-Uley-PPG@outlook.com

### PPG members:

Jack Gritt, Jonathan Pape, Jon Fulcher, Linda Walters, Sally Lamerton, Tracy Mason-Fayle, Sian Smith

### Managing Your Health Online

Please visit this website to find out how you can manage your health online:  
[www.cam-and-uley.nhs.uk/services/managing-your-health-online/](http://www.cam-and-uley.nhs.uk/services/managing-your-health-online/)

### Prescriptions (General)

For information about prescription charges and pre payment certificates:  
[www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/](http://www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/)

### Pharmacy First

[www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/](http://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/)

