



Welcome to Autumn 2025!

Hello all, welcome to the Autumn edition of the Practice Newsletter!

In this letter you can learn about:

- Mental Wellbeing
- Roles within the Health Centre
- NHS awareness calendar events
- Flu season is upon us
- The GP Patient Survey results
- DNA's
- Our Dispensary
- And much, much more!

If you have any ideas or suggestions for content you would like to see in the newsletter, let us know!

Contact our Patient Experience Lead Megan, on megan.hayward5@nhs.net.

NHS
Digital



Flu season is upon us, get yours booked now!

We are getting ready for this year's Flu Season and have already purchased vaccines for patients eligible for the free NHS flu vaccination. We have sent out booking links for our clinics in early October. The Flu Campaign is a major source of income which helps pay for services for our patients, so we humbly ask that you commit to having your vaccine in the surgery directly with us. We plan to deliver swift and efficient Saturday and midweek clinics and are very keen to provide flu vaccines to our patients at the surgery. We look forward to seeing you in October!

The Dispensary, the facts!

- Our dispensary is open from 8am until 6:30pm, plenty of time to collect after work!
- You can order your repeat prescriptions via our website or via email if that's easier.
- We have installed the Electronic Prescription Service for dispensing patients, don't worry there are no changes for patients, but plenty for us! The system was fitted on the 1st of September.
- This new system makes prescription ordering very fast and efficient for both us and you!



GP Patient Survey, the results are in!

Patients speak highly of their experience at the Health Centre, overall, 75% of patients have rated their experience at the Health Centre either very good or good, which is brilliant and above the national average! You are at the very heart of everything we do, and we aim to provide the highest level of care to our patients. Thank you for your honest feedback, without it we would not be able to grow and learn as a practice.

We have also seen that 68% of patients feel that it is easy to contact the surgery using the website. Whilst this is a good score, we feel that we could do better. So that our patients can access the online system more easily, regardless of age and ability, we will be hosting another NHS App help session combined with Online triage help and guidance on the 9th of October with more to follow. Please check the website for more information.

92% of patients feel that they have trust and confidence in the health care professional they saw or spoke to during their appointment. This has highlighted the high-level of patient satisfaction with our clinical team and exemplifies the hard work and dedication of our team.



Leading on from this 93% of patients new what the next steps would be after contacting the Health Centre within 2 days of contacting the practice, this just goes to show that we have maintained our same day response rate and deliver a fantastic service to our patients.

Did you know, there's more roles in the Health Centre that meets the eye!

Whilst our GPs are here to supervise and oversee your medical care overall, it's not always appropriate to see them for your medical problem. Some examples are:

Practice Nurses

Our Practice Nurses are highly skilled essential members of the team who deliver a wide range of clinical services. They work very closely with the GP's and HCA's to provide preventative care and manage long term conditions. You may see a Practice Nurse for a chronic disease review, a dressing or even vaccinations to name a few!



NHS Trust Phlebotomists

Our team of NHS Trust Phlebotomists are a team of NHS trust staff who come from Leighton hospital and conduct Phlebotomy clinics at the Health Centre. They take blood samples from patients which are examined in a laboratory and the results can be used to quickly diagnose diseases and conditions.

FACT!

Did you know that the human body produces over 25 million new cells every second?

Our triage model



Appointments

Did you know that in the 12 months leading up to June 2025, there were 383 million GP appointments nationally, which was an increase of 7.6 million from last year. Wow.

DNA's

Whilst we have delivered so many appointments to help poorly patients receive excellent care, not all of the appointments booked were attended. We in July alone saw 195 wasted appointments, this equates to 48 hours of wasted clinical time. So please think about someone else who is poorly before you do not attend and contact us. That's potentially 195 more poorly patients that could have been seen and treated had you called ahead and saved the appointment.



Reminder!

This is just a reminder that all medical requests are triaged according to medical need. They are rated red (Urgent) Amber (within 2 weeks) And green (Routine). All requests are triaged by a GP on the same day and assigned to the most appropriate clinician, which is not always a GP, and also the most appropriate timescale. Our friendly team of receptionists are there to help. If you can't access a mobile or a computer, they can support you on the phone or in person to complete an online form. This is the safest and quickest way of raising a medical concern. Letters and or direct requests are unable to be dealt with as they were previously as there is a faster and safer system in place which is the triage system.



Little changes make a big difference, how you can look after your mental wellbeing...



Did you know that the small choices we make in our daily lives have a bigger impact than we realise? Although seemingly insignificant choices like, pressing snooze on your alarm in the morning seem trivial, they can lead to consequences on your overall mental health and wellbeing. For example, instead of getting up and getting ready for work as soon as your alarm goes off, you press snooze. When you do get up, you don't have very long to get ready and end up late for work. As you rush through the door, you forget that you needed to prepare for a meeting, you're late to the meeting and it's a disaster. Whilst pressing snooze for 15 minutes of extra sleep may not seem like a big decision, it can have big consequences.

Here's some tips to aiding your mental wellbeing:

1. Connect with other people

- ✓ Arrange a day out with friends
- ✓ Take time to be with your family
- ✗ Don't rely on technology or social media alone to build relationships.



2. Be physically active

- ✓ Exercise causes chemical changes in your brain which help to positively change your mood
- ✓ Raising your self esteem
- ✗ do not feel you have to spend hours in a gym. Find activities you enjoy and make them a part of your life

3. Learn new skills

- ✓ Helping you to build a sense of purpose
- ✓ Boosting self-confidence and raising self-esteem
- ✗ Don't feel you need to learn new qualifications if they do not interest you, find activities you enjoy

4. Give to others

- ✓ Creates positive feelings and a sense of reward
- ✓ Helps you to connect with other people

5. Pay attention to the present moment (mindfulness)

- ✓ Paying more attention to the present moment can improve your mental wellbeing, including your thoughts feelings and your body
- ✓ Mindfulness helps you to enjoy life more and understand yourself better, it can positively change the way you feel about life and how you approach challenges

NHS visibility calendar

Pulmonary Fibrosis awareness month

Did you know that September is Pulmonary Fibrosis awareness month? This September, the NHS is shining a light on pulmonary fibrosis, a devastating lung disease affecting over 70,000 people. From powerful patient stories and community events to fundraising challenges, PF Awareness Month 2025 will amplify patient voices and drive real, life-changing progress.

