

## **Patient Feedback questionnaire – the results are in!**

You fed-back and we listened! As part of the survey, we left the comments open for you to relay your honest feedback. We did identify some trends throughout. We discussed these trends as a practice and have created actions as a result.

### Common themes:

1. The interaction between patients and the reception/admin team:
  - We have taken on board all comments, the vast majority of which were very positive, however we are conducting interactive refresher customer service training within the whole Health Centre team.
2. Patient Online triage
  - The vast majority of our patients were very complimentary about our online system, known as triage. All medical patient request entered on the website are triaged same day with an action. We have also recently, extended our online access to the end of the day.
3. Patient communications
  - Lots of comments about how we communicate with patients, the main area of feedback was regarding monthly messages about training afternoons these will be stopped from April onwards. We are also looking at other ways to communicate via the NHS App and potentially email. We urge you to sign up to the NHS App as soon as possible. Please see more information below.

### Compliments following your feedback:

*“The reception staff go over- and-above trying to be helpful”*

*“Wonderful to have this great medical practice in Holmes Chapel”*

*“I find the reception staff efficient and helpful. I have no complaints at all with regard to the staff on the desk. I believe that they, like everyone at the Health Centre, endeavour to give an excellent service to patients.”*

*“The young lady I saw on reception this week has a very warming smile was extremely approachable and helpful. A great experience”*



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

**Our GPs are here to supervise and oversee your medical care. Our allied Health Care professionals, such as Paramedics support our GP's. In addition, there is a vast administrative team who do amazing work behind the scenes! Some examples are:**

### Mental Health Practitioner:

A trained professional who provides support and treatment to individuals experiencing mental health challenges, working in various settings to promote mental well-being.

### Recall Administrators:

The recall administrators are responsible for managing the recall of patients who may require further clinical management due to long term conditions and chronic illnesses. Managing the recalls i.e. contacting patients.

# **Holmes Chapel** **Health Centre News**

## **Spring 2026**

Hello all, the flowers are starting to bloom, and the nights are drawing out, which can only mean that spring is on its way! Welcome to spring 2026

In this letter you can learn about:

- NHS App help session
- Roles within the Health Centre
- Patient feedback following the reception and admin questionnaire
  - NHS App help
- Fun facts & 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](mailto:megan.hayward5@nhs.net).



## Why do we ask that you complete an online form via the website?

Using our online form is the fastest way to get the right help.

The information is sent straight to our on-duty GP for a clinical review of your medical concerns. This ensures that we direct you to the right person for your clinical need.

To submit an online form all you need to do is visit our website: [Homepage - Holmes Chapel Health Centre](#). Here you'll see the green 'contact us online' banner, click on this to open the triage form.



Here you will have the option to complete a medical form or an admin form, depending on your query you can click on either option. Fill in the boxes, your details and click submit, that's it you're all done!

## NHS App help session 2026!

Last year we saw a massive increase in users of the NHS App following the NHS App help sessions in 2025. This year we are continuing the NHS App help sessions, the first of 2026 will be on the **12<sup>th</sup> of March 2026 from 10:30 to 12:30**. You can find us in the foyer under the spiral staircase next to the dispensary.

Make sure that your notifications are turned on, if you don't have the notifications turned on, the App won't work!



## How do I sign up to the NHS App?

1. Download the NHS App on your smartphone or tablet via Google Play or the App Store.
2. Set up your NHS login: Enter your email address and choose a password. Provide a mobile phone or landline number and enter the 6-digit security code sent to your number.
3. Prove your identity: You may need to provide a photo ID or other registration details from your GP surgery.
4. Enjoy full access: Once confirmed, you can use the NHS App to access a range of services.

## How do I turn notifications on?

1. Open the NHS App on your smartphone or tablet.
2. Tap the three horizontal lines ☰ in the top-right corner.
  3. Select "Settings" from the menu.
  4. Find and tap "Notifications".
  5. Toggle "Allow notifications" to ON.
6. You might be redirected or prompted to allow notifications via your phone's settings. Make sure notifications are enabled.

## What's going on with text messages ?

Cheshire and Merseyside ICB have made cutbacks to some of the contracts that they funded previously, this includes the text messaging system we use.

As a result, all text communications will now be done via the NHS App. This includes appointment confirmations, important practice information and much, much more. We strongly advise that all patients download the NHS App and ensure that notifications are turned on. You will still receive appt reminders via text message, but all other messages will be done via the NHS App. For more info, please check the website.

We understand that not everyone is not accustomed to using digital technology. Patients who cannot use the app themselves may nominate a trusted family member or friend as a designated user to help manage communications. Alternatively, please pop down to the NHS App help session on the 12<sup>th</sup> of March.



## Training afternoons 2026/27

Tuesday 3rd February 2026  
Wednesday 11th March 2026  
Tuesday 21st April 2026  
Tuesday 12th May 2026  
Wednesday 10th June 2026  
Thursday 9th July 2026  
August 2026 - No PLT  
Wednesday 9th September 2026  
Thursday 8th October 2026  
Wednesday 11th November 2026  
December 2026 - No PLT  
January 2027 - No PLT  
Tuesday 2nd February 2027  
Wednesday 10th March 2027

### Fun fact!

Did you know that the average human nose can remember 50,000 different smells, this really highlights how complex our sensory systems are!