

Autumn 2025 Patient Newsletter

Our Numbers for October 2025



We have a total of 10,700 registered patients



We received 10,267 phone calls



We processed 6,140 clinical documents



We carried out 7,385 appointments, of which 7,045 were face to face and 340 were telephone consultations



We had 237 missed appointments (patients who did not attend)

Practice Opening Times

Here are our **regular** opening times:

Monday to Friday: 08:00-18:30
Saturday, Sunday & Bank Holidays: Closed

If you require urgent assistance outside these hours, please call NHS 111 or, in case of emergency, dial 999.

Here are our **enhanced access** hours for pre-bookable appointments:

Monday & Thursday: 18:30-20:00
Saturday 29th November & Saturday 20th December: 09:00-17:00

Dispensary Opening Times

Our dispensary is here to provide you with any prescribed medication and helpful advice on managing your prescriptions.

Monday to Friday: 08:00-13:00 14:00-18:30

The dispensary **phone line** is open:

Monday to Friday: 09:00-11:00

From 1st April 2026 the practice will be unable to accept prescription request over the phone for safety and accuracy purposes.

Medication Dispensing: Most prescriptions will be ready for collection within 72 hours.

Flu Jab Availability & The Importance of Vaccination

We are offering flu jabs at the practice for anyone in an eligible group (see below). Getting your annual flu vaccination is especially important to protect yourself and others, particularly if you are in a higher risk group. Vaccination helps prevent the spread of flu and can reduce the severity of symptoms should you catch the virus.

To book your flu jab, simply call the practice or ask at reception during your next visit. Our team will be happy to advise whether you are eligible for a free jab and answer any questions you may have.

Eligible groups include:

- Children: All children aged 2 or 3 years old on August 31, 2025, and all school-aged children (from Reception to Year 11).
- Adults aged 65 and over (including those turning 65 by March 31, 2026).
- Individuals aged 6 months to 64 years with certain long-term health conditions (clinical risk groups).
- Pregnant women.
- Residents of long-stay residential care homes.
- Carers (in receipt of Carer's Allowance, or the main carer of an elderly/disabled person).
- Close contacts of immunocompromised individuals.



Self-Care and Using Your Pharmacy for Minor Ailments

Many minor ailments - such as coughs, colds, headaches, or stomach upsets - can be managed safely at home with self-care. Your local pharmacy is a great first port of call for advice and over-the-counter remedies for minor issues. Pharmacists are highly trained and can help you decide whether you need to see a doctor.

For minor conditions, try rest, drinking plenty of fluids, and using recommended medicines from your pharmacy.

If symptoms persist, worsen, or you have any concerns, please contact the practice for further advice.

Remember, using your pharmacy for minor health concerns helps free up GP appointments for those who need them most.



PPG

PPG stands for Patient Participation Group. A PPG is a selection of patients who make a positive contribution to shape the services we provide. We are looking to relaunch our PPG. If you are interested in joining us, please contact Reception or sign up via our website:

<https://msw.fpm-group.co.uk/edit/PatientParticipationGroupPages/Signup>



Help Us to Help You- Digital

The practice is embracing the NHS digital agenda in becoming more digitally accessible, with technology at the heart of how we aim to deliver faster, more efficient and accessible care and support. This aligns with the NHS 10 year plan for healthcare in England.

We have introduced a new digital system over the last few months to support us to improve and provide a consistent approach in the care we provide for **medication monitoring** and the **management of your long-term condition annual reviews**. As part of our commitment to ongoing care, we will now be inviting patients to complete an annual review or monitoring questionnaire which will provide the practice with essential details to determine next steps in monitoring your care. These will be sent electronically via links to your mobile phones or via email where we have these on your records. If you have a mobile phone that is not a smart phone or you can't access the internet, let u know and we will stop sending links. Instead, we will send you a message or letter to contact the surgery. These questionnaires allow us to assess your current health status, monitor any long-term conditions, and identify any areas where further support may be needed. Completing this questionnaire helps us tailor your care plan and address any concerns proactively. We are working towards aligning your annual reviews with month of birth.

If you require an appointment, you will be sent a link to book an appointment with the most appropriate clinician. This may be a nurse, Healthcare Assistant, Clinical Pharmacist or a GP where needed. The messages won't always state why you need an appointment, as there may be several reasons that we are combining into a single invite. Please still book the appointment and the clinician will explain what is needed when you attend. For your convenience, you can book appointments by following the links provided without needing to contact the practice direct freeing up the telephone for patients who struggle to use technology and reduce queues in answering telephone calls. Online booking is quick and easy, allowing you to choose a suitable time for your visit. If you need assistance, our staff are always available to guide you through the process. We are aiming to empower patient who are digitally enabled to access care and support remotely where appropriate, to lessen the admin burden on clinicians, to improve the patient follow up and aid in the safe and timely issuing of repeat medications. If you are unsure or have recently had an appointment and think this may be necessary, please get in touch with us to find our more.

We kindly ask that you actively participate in your healthcare journey. We ask that you complete the questionnaires sent, providing accurate health information, follow links to book appointments and notifying us promptly of any changes to your contact details or medical history. Your cooperation helps us to keep your records up to date and ensures you receive appropriate and timely care and support.

Your engagement and feedback are invaluable in helping us to maintain and enhance the quality of care we provide. We welcome any feedback on the new system so that we can support your health and wellbeing in the best possible way.

NHS App

The NHS app is a secure digital service from the NHS that allows you to access range of health services on your smartphone or tablet. You can use the app to access services at the practice such as requesting repeat prescriptions, checking test results, booking (some) and managing appointments and reading messages from the practice and wider NHS teams.

The NHS App is available on iOS and Android:

