



A message from your Practice Manager

Welcome to the October edition of our Newsletter. We are very pleased to announce we have undergone a recruitment campaign for Practice Nurse and Secretary, and we welcome Claire Thomas and Heidi Grayson to our team.

Flu season is well under way and the team are working hard to manage upcoming winter pressures.

As this is the last newsletter edition of the year, I want to take this moment to wish all our patients a Merry Christmas and a Happy New Year.

Best wishes to you all, Matt Davies.

patches

The way you contact your GP practice is changing! We have recently gone live with a new online consulting service – PATCHS.

By creating an account and answering some simple questions, you can access health advice, fit notes and online consulting. Some of our patients may remember when we offered eConsult, and this service replaces that.

Patches can be accessed via our practice website and there you can find further information on how to register and Frequently Asked Questions (FAQs).



Flu/Covid Season 2023/2024

If you are a child between 2 – 15, adult age 65+, in a clinical at risk group or pregnant, please book your free flu and covid jab with the practice.

We can all help to minimize the risk of flu and COVID by washing our hands and covering our mouth when coughing or sneezing.

Repeat Medication Ordering



Please use Patient Access or NHS app to order repeat medication, where possible. You can register for this by contacting the practice. Some local pharmacies have stopped offering the service to order through them.

Patient Participation Group (PPG)

In **October 2022**, your PPG conducted a patient survey which over 1000 patients responded to asking for the following:

1. Make appointment booking easier
2. Improve telephone response times
3. Provide online services



By **October 2023**, we have successfully:

1. Implemented a new phone system with call back option
2. New services within practice to improve GP availability
3. Introduced PATCHS online consulting system

Our PPG are instrumental in helping drive change in practice and your opinion matters. To join the PPG, please visit our website or email

uvspgsecretary@gmail.com

DNA Appointments

Our total missed appointments of patients that didn't attend for the last 3 months is:

144

This was for appointments with GP, ANP, Practice Nurse, Health Care Assistant and Physiotherapist. Please cancel any appointment you no longer require so it can be offered to another patient. Help us to ensure we have the most availability to offer!

Friends and Family Test Results

We asked: "How was your experience of the practice?"
You scored us:

Very Good	394
Good	55
Neither good or poor	11
Poor	3
Very poor	7
Don't know	0

Results from June - September

Important Dates

Our next training afternoon is:

-Wednesday 15th November

The practice will be closed from 1pm until the next working day on this date. Please contact NHS111 or 999 during periods we are closed.

