



WELCOME TO OUR

# Newsletter

OCTOBER – NOVEMBER 2025

## Meet a staff member...

### Mental Wellbeing Social Prescriber



Social prescribing is a way to help you take control of your health and wellbeing. It looks at your whole life – not just medical issues.

A social prescriber can help you find support in your local community. This might include:

- Practical help, like advice on money or housing
- Emotional support, like talking groups or activities
- Ways to get more active or involved in your area

Social prescribing can help you feel stronger and more confident. It can also help reduce unfair differences in health by supporting people with different needs.

Nicole is our Mental Health Social Prescriber. She works with people who need support with their mental health and emotional wellbeing.

Nicole will listen to you and help you find the right support. This could include:

- Talking about what matters to you
- Finding local groups or services that can help
- Building a support network that works for you

If you contact the surgery and say you need help with your mental health, you may be offered an appointment with Nicole.



## Welcome, Dr Oraelosi!

Dr Oraelosi is a Salaried GP here at the practice, he joined us in August 2025. You may very well have met him already!

He likes volunteering, running, tennis, and spending time with friends and family.

Dr Oraelosi's health tip is:

'Eat healthy, stay hydrated and exercise regularly. Pay attention to your body's signals and seek medical attention if you experience any unusual or persistent symptoms.'

## Do you know about the Friends and Family test?

The Friends and Family Test (FFT) is about giving patients the opportunity to provide quick feedback on their care and treatment experience.

You can say what is going well and what can be improved so that people who make decisions about local healthcare can take your views into account.

YOU GET A LINK TO THE FRIENDS AND FAMILY TEST (FFT) AFTER EVERY APPOINTMENT AT THE SURGERY VIA TEXT MESSAGE

WE HAVE FEEDBACK FORMS AVAILABLE IN THE WAITING ROOMS, AND IN RECEPTION! JUST ASK IF YOU WOULD LIKE TO COMPLETE ONE.

VISIT  
[WWW.NHS.UK/FRIENDSANDFAMILY](http://WWW.NHS.UK/FRIENDSANDFAMILY) TO  
FIND OUT MORE!



### Have your say to improve your care

We would like your feedback on the care and treatment we give you any time you visit your GP or have contact with the practice. It doesn't take long.

Put us to the test and tell us what is working and what we can improve. You can say what you think without giving your name and we will use the information to plan improvements to our services.

The NHS Friends and Family Test  
[www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)

## Childhood Imms

Vaccination is the most important thing we can do to protect ourselves and our children against ill health, preventing millions of worldwide deaths per year.

Vaccinations can cause very mild side effects which only last 2 – 3 days. It is safe to give your child more than one vaccine at once, they do not overload or weaken the immune system.

We can often offer gelatin free alternatives and studies have found no evidence of a link between the MMR vaccine and autism. Measles and mumps are both on the increase due to poor vaccine uptake.

Measles can be very severe, complications include pneumonia, swelling of the brain and death, which is why we urge all parents of children with outstanding vaccinations to book an appointment with one of our practice nurses who can talk through your concerns.



## Virtual Patient Participation Group (PPG)



A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff.

As part of the PPG, you will represent other patients or carers of patients of the surgery and your community. Your ideas, feedback, experiences and suggestions matter to us. You can gain a better understanding of how the surgery and the NHS works, the challenges we face and this can help us to improve the services we offer. We are always looking to improve.

The group might meet either virtually or in person, or, they might give feedback by completing surveys and questionnaires.

Any patient over 16 is welcome. We aim to have as diverse a group as possible that is a true representation of our community.

If you would like to join the PPG group, please let the reception team know or send an email to [west.road@nhs.net](mailto:west.road@nhs.net) with your name, date of birth and contact information.

### DNA's (Did Not Attend)

**EACH MONTH, WE  
HAVE ON AVERAGE  
250 - 300+ DNA'S!**

Any booked appointments that are missed contribute to long waiting times. Reducing missed appointments help us ensure clinical time is used effectively.



Appointments can be cancelled via the NHS App, by phoning the practice and we've recently introduced a cancellation link in our sms appointment confirmation and reminders that we send. It couldn't be easier to cancel appointments and allow someone else to book in.

We understand that things can come up and you might find yourself unable to attend your appointment. If you can't make it for any reason, please make sure you cancel ahead of time so someone else can be seen.

## Changes to the NHS Cervical Screening Programme

The NHS Cervical Screening Programme (smear test) saves thousands of lives each year by detecting abnormal cells in the cervix that could develop into cancer if left untreated. How often people need to have a cervical screening has changed from the 1<sup>st</sup> July.

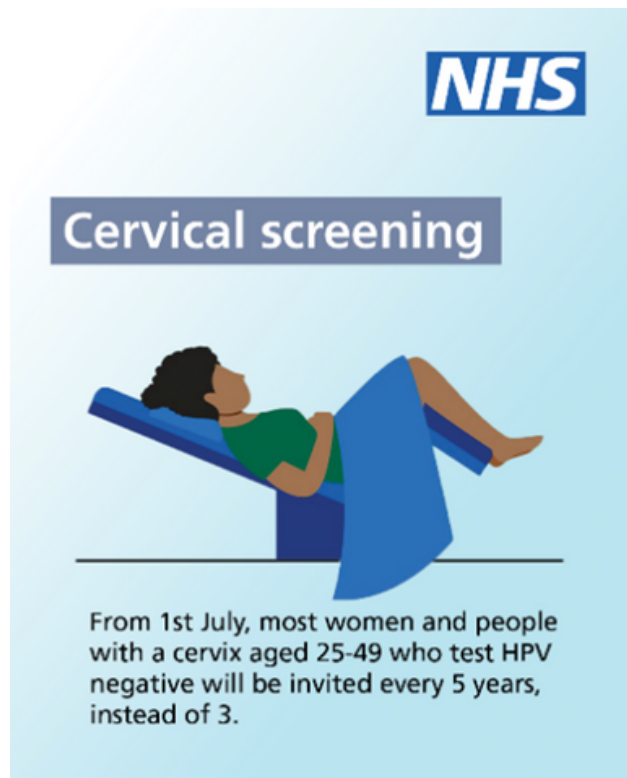
The Human Papillomavirus (HPV) causes nearly all cervical cancers. Now that we have a better test for HPV, women and people with a cervix aged 25-49 years who test HPV negative, will be invited every 5 years, instead of every 3.

This change is strongly backed by robust scientific evidence. Studies have shown that if a person tests negative for HPV, they are extremely unlikely to go on to develop cervical cancer within the next 10 years.

If your cervical screening shows you have HPV, you may be invited for more frequent screenings to check HPV has cleared and, if not, if any cell changes have developed. This move brings England into line with Scotland and Wales which have introduced this change, and with women aged 50 – 64 who are already invited every 5 years.

The way people can receive cervical screening invitations and reminders has also changed as this is now possible via the NHS App. To receive these, please download the NHS app and make sure your notifications are switched on. Find out more <https://www.nhs.uk/nhs-app>

If you don't wish to use the App, you will be contacted by text message or letter so, don't worry, you won't miss an invitation





## Patient Feedback for our new appointment system

We have recently introduced the use of eConsult online consultation to request a GP appointment and for administrative help regarding fit notes etc. If you have used this process recently, we would really appreciate your feedback.

Please complete the feedback form below and pass your completed form to the receptionists. You can tear your page free.

Thank you

1. How easy did you find the eConsult system to use?

- ☐ Easy
- ☐ Neither easy nor difficult
- ☐ Difficult

2. Do you find it easier than before to ask for an appointment at the practice?

- ☐ Yes
- ☐ No
- ☐ Not applicable

3. Do you have any feedback about the new system?

## General Patient Survey

Patient feedback is important to us and we are always looking for ways to improve the practice. Please find attached a survey asking for your feedback about what you would like us to focus on over the next 12 months.

If you would like to share your views, complete the survey and return the completed form to reception. You can tear the relevant form free. Thank you

**What 3 areas do you feel we should focus on over the next 12 months?** In previous years, patients have asked us to improve displays in the waiting room, or decorations.

1.

2.

3.