

PRACTICE NEWSLETTER

Published September 2025



Upton Village
Surgery



01244 382238



www.uptonvillagesurgery.co.uk



Upton Village Surgery

This survey asks "How was your experience of the practice?" →

Friends and Family Results

FLU AND COVID UPDATE

We have begun sending invites to eligible patients to receive the flu + COVID vaccines at our evening and weekend clinics.

You are eligible for the FLU vaccine if you meet at least one of the below:

- ⇒ Are 65 years of age or older
- ⇒ Pregnant
- ⇒ A carer
- ⇒ Age 6 months and older and either immunosuppressed or have a qualifying long-term health condition
- ⇒ Children aged 2 or 3, or school age children

You are eligible for the COVID Vaccine if you meet at least one of the below:

- ⇒ Are 75 years of age or older
- ⇒ Are 6 months old or older AND immunosuppressed

The age eligibility for the flu and COVID vaccine for this 25/26 season has changed. This means that if you're eligible for the flu vaccine, you are not automatically eligible for the COVID vaccine, unless you are immunosuppressed or over the age of 75. We are contacting patients to secure an appointment or you can call us now if you are eligible to secure your appointment.

Very good	171
Good	18
Neither	3
Poor	0

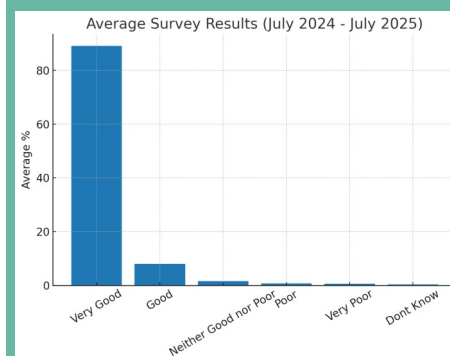
Results above from August 2025

STAFF SPOTLIGHT!

In March 2025, when we asked patients who attended for an appointment "how was your experience of the practice", all 245 responses voted the practice either VERY GOOD or GOOD.

Our staff take such pride in providing an excellent service and we are delighted that our patients feel we provide this.

With data collected from July 2024 to July 2025 via our Friends and Family survey, on average 97.06% of responses rated their experience of the practice as either very good or good. Less than 1% gave feedback to say their experience with the practice was poor.



We publish our friends and family data monthly via our website, if you'd like to view more.

PRACTICE STAFF UPDATES

We recently said goodbye to Dr Molena who was a GP registrar with us completing his final year of training. He has now qualified and gone on to pastures new as a Salaried GP. We wish him well in his new post and success for the future. We welcomed GP Registrar, Dr Ella Doke to the practice at the start of August. Dr Doke will be with the practice until 2027. Hannah Davies, joined the practice in May as Lead Practice Nurse. Hannah is also training towards her Advanced Care Practitioner qualification which will enable her to be a prescriber. Hannah currently does a hybrid role of Practice Nurse/Trainee Advanced Nurse Care Practitioner. After a successful recruitment campaign, we are delighted to announce that Dr Jessica Bell will be joining the practice as a Salaried GP in October, 4 sessions per week.

For your information—A GP registrar is a **qualified doctor** who is undergoing further training to gain experience in General Practice.



01244 382238



www.uptonvillagesurgery.co.uk



Upton Village Surgery

Changes to the way you contact us online..

From **Monday the 29th September 2025**, we are changing the provider used for online consulting and introducing **our Digital Front Door**



What can you do via our Digital Front Door?

- ⇒ Submit a health form for a routine issue
- ⇒ Submit administrative requests such as a request for a referral letter or GP report, fit note and ask referral or prescription related enquiries
- ⇒ Update your contact details
- ⇒ Submit a request for travel vaccines
- ⇒ View AND book into available appointments for blood tests, cervical screening and physiotherapy appointments.

We have partnered with Blinx Healthcare, using their **PACO GP** Software to launch our Digital Front Door.

Does this mean patients will not be able to call?

NO—You can still phone us. Our phone lines remain open 8am—6:30pm! We are not changing the way you access the practice and book appointments, we are simply changing the provider we use for an already existing online service. Whether you would like to benefit from the features of our digital front door is entirely optional.

How do I access and submit a request via the digital front door?



What else is changing ?

A new feature that we are excited about is that **we** now have the ability to send **you** a booking link to schedule your own appointment (*not to worry if you'd rather not book this yourself, you can still call us to arrange or our efficient receptionists will follow any patients up with a phone call if they see an appointment link has gone un-booked*).

We will also be using PACO for our SMS messaging and email correspondence. If a text is sent from the practice that requires a response, either written or a form to be completed, you will receive a link to a form to complete.

Why are we doing this?

Having a digital front door enables us to have everything you may need in one place and gives you an alternate choice—you could phone or you could now use online services to complete your request!

I currently use online consulting (PATCHS), how will this impact me?

From Friday 26th September you will no longer be able to submit any new requests via PATCHS and your account will be disabled. Please use our digital front door from Monday 29th September for any new requests.

If you don't currently use online services, we would recommend heading to our website from Monday 29th September and seeing the brilliant features available via our Digital Front Door.

Sorry, no toys allowed!

You may have noticed that our waiting area no longer has toys or magazines. We made the decision to remove toys and magazines to prevent the spread of infections and ensure hygiene. Toys and magazines can harbour germs and the last thing we want as a health-care provider who often has poorly people in the waiting area is play a part in germs being spread! We hope you can understand that we made the decision to remove toys and magazines with our patients best interest at heart.



GP PATIENT SURVEY

The GP Patient Survey is an independent survey on behalf of NHS England which is sent to over two million people registered with GP practices in England. The survey was sent, by NHS England, to 307 of our patients and we received 124 responses. Some of our result highlights were:

- * 89% describe their experience of contacting the practice as good
- * 95% said the healthcare professional they saw or spoke to was good at listening to them and treating them with care and concern
- * 97% had confidence and trust in the healthcare professional they saw
- * 99% felt their needs were met during their last appointment
- * 88% describe their overall experience of this GP practice as good (10% over the average result received for our area!)

Thank you for taking the time to complete the survey if you received one. We are very proud to receive results that reflect the brilliant clinical and admin teams we have at the practice.

YOUR PPG - NEEDS YOU

DO YOU WANT TO LEARN MORE ABOUT YOUR GP SURGERY?

WOULD YOU LIKE TO BE INVOLVED IN DISCUSSIONS THAT DRIVE CHANGE IN YOUR PRACTICE?

DO YOU FEEL ABLE TO GIVE SOME TIME TO HELP THE SURGERY AND ITS PATIENTS?

Come and join the team today either online at www.uptonvillagesurgery.co.uk/patient-participation-group (accessible via the website homepage) or enquire at reception.

The Patient Participation Group (PPG) page above has further information on work the PPG does and how to join. The PPG team meet at least 3 times a year and we'd love to welcome new members to our next meeting.

Our PPG are currently working on a Patient Survey project. A short survey will be sent to all patients via text at the start of October. We would really appreciate it if all patients could take a few moments to complete this survey. We review every response as the results of this survey helps us to target work with support from our PPG over the year.