



Patients' Newsletter

Autumn 2023



Welcome to your September/October Autumn newsletter. This month we will be mainly focussing on vaccinations and feedback received.

Flu Vaccinations

NHS England have asked us to get everyone vaccinated by the end of October, therefore we have called our flu programme this year 'Say Boo to Flu' as we would like all eligible patients vaccinated by Halloween.

We have received 80% of our flu deliveries with the remainder arriving on the 20th October. Please book in by calling our Reception team after 11am daily.



**SAY BOO TO THE FLU:
GET YOUR VACCINE
BEFORE HALLOWEEN!**



**GET YOUR
FLU SHOT**

On Monday 11th September and Friday 15th September we had technical difficulties with our telephone lines. This was an equipment fault in our comms room and it was extremely difficult for our patients and staff. We apologise for these two incidents and hope the provisions we put in place of online booking and diverting to our mobiles helped somewhat.



We do however sincerely apologise as it was far from ideal.



Autumn Covid-19 booster

On 18 September 2023, the National Booking System (NBS) will become available to allow eligible people to book a COVID-19 vaccination online (using NHS.uk), via the NHS App or by calling 119. National COVID-19 vaccination invitations will also start from 18 September.

In Crawley the NBS will be offering clinics at Leacroft surgery on Saturdays for approximately 6 weeks. Additionally Saxonbrook in Maidenbower are continuing to run via clinics for Crawley patients.

Patients will be contacted by NHSE to book in the coming weeks. There will also be pop up clinics locally at Broadfield Community Centre, Langley Parade and Queen Square. We will update our website with these dates when announced.



<https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/>

Feedback and GP Survey results

We have received some wonderful positive feedback recently which is always lovely to read. We thank our patients for the compliments provided.

Each year the GP survey results are announced and we wanted to share the comparison between 2022 and 2023 on the coming pages. We have improved on the feedback from 2022 and we will continue to strive for even better for 2024.

Listening to our patients is very important to us.



Providing NHS services



GP Patient Survey – the results

Appointments

Last year, 45% said they were satisfied with the appointment they were offered.

This year, 68% said they were satisfied.

How are we improving?

We have more appointments available, with additional staff and extra clinics available on Saturdays and in our extended hours.



Telephone

Last year, 30% found it easy to get through to us on the phone.

This year, that went up to 44%.

How are we improving?

We have a new telephone system in place so we can more easily monitor the queue, allowing us to plan our staff allocation. We're also improving routes to contact us online.



Reception

Last year, 71% found our receptionists helpful.

This year, that figure rose to 75%.

How are we improving?

We are supporting our staff to give them access to information they can pass on to our patients. We've improved our team communication to keep everyone up to date and motivated to provide a helpful service.