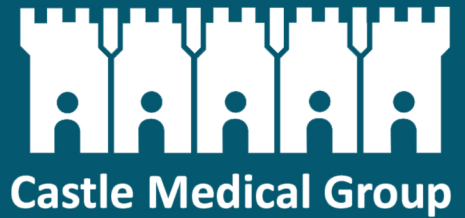


# patient newsletter

## AUGUST 2024 EDITION



### flu clinic update

We are currently busy planning our flu clinics for Autumn. Our popular Saturday clinics will be held throughout **October and November**.

We will contact all eligible patients with a mobile phone number inviting them to book their slot from mid-September. Please ensure we are holding your correct number.

More information will be available from September on our social media and website.



### cervical screening

**It is important that you attend your cervical screening (to check the health of the cervix and help to prevent cancer) when invited. (All women between the ages of 25-49 every 3 years, ages 50-64 every 5 years).**

As a practice we are a member of a PCN (Primary Care Network) and they are contacting ladies that are overdue to offer an appointment during Enhanced Access clinics or give the opportunity to discuss any concerns that you may have.

For more information please visit:

[www.nhs.uk/conditions/cervical-screening/what-is-cervical-screening/](http://www.nhs.uk/conditions/cervical-screening/what-is-cervical-screening/)

### phone system



**As of 12th August 2024, we will be introducing our new call back function to our phone system.**

You will be able to keep your place in the queue after you have put the phone down and once you reach the front of the queue you will receive a call back. Your call will be answered as normal by our Patient Services Team who will signpost you accordingly.

Please look out for more updates on our new system in the coming days on social media and our website.

### staff changes



We would like to welcome some new members of staff to the Castle Medical Group team.

Helen, Phoebe, Livvy (Patient Services Team), Fiona, Charlie and Sophie (Administration Team), Dr Allyson Betts (GP) and Dr Tetyana Deeming (Registrar).

**Jennie Cawkwell (previously our Business Manager) has now become Business Partner.**

Jennie is committing long term to the practice allowing her the opportunity to have a more active contribution to the leadership alongside the GP partners.

### friends and family test

**Thank you to our patients who completed the Friends and Family Test.**

This feedback has helped to identify where patients' have been happy with the level of service received and also if there are any areas for improvement.

**Out of 6124 responses: 95% were positive**

### national gp survey

**We have received some extremely positive feedback from the National GP Survey (higher than national figure).**

**90%** find the reception and administrative team at our GP practice helpful

**83%** good overall experience of contacting the GP practice

Please keep a look out for the full report to be shared on our social media page and website shortly.

