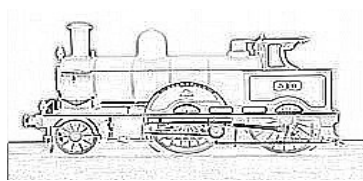


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Welcome to the 18th Issue of our Newsletter; we hope you will find it informative. If you have any comments or suggestions on what we should include in the future releases, please let us know via the feedback form on our website at [www.oldstationsurgery.co.uk](http://www.oldstationsurgery.co.uk) or via reception team at any of our 3 sites

## Content:

1. Stay well this autumn– Flu and RSV vaccinations
2. Friends and Family Tests results
3. Meeting with local MP
4. Results of national GP patient survey

## Surgery Closures

All of our surgeries will be closed from 12.30pm on Wednesday **10th September**, **8th October** and **12th November** for staff training.

We will re-open following day at usual time of 8.00am.

Please ensure you have ordered and collected any necessary prescriptions before closure, remembering to allow at least 48 hours from the time of your request.

## PPG Meeting Date:

Next PPG Meeting will be held on **Tuesday 9th September at 18.00** at Old Station surgery.

All Welcome!!!

## Stay well this autumn

### Flu vaccination now offered

There are some things you can do to help yourself stay well this autumn (and winter). One of them, is to get your flu vaccination.

We are now ready to start offering our patients flu vaccination in the practice. In line with NHSE guidelines you can get the free NHS flu vaccine if you:

- are aged 65 or over (including those who will be 65 by 31 March 2026)
- have certain long-term health conditions
- are pregnant
- live in a care home
- are the main carer for an older or disabled person, or receive a carer's allowance
- live with someone who has a weakened immune system

Frontline health and social care workers can also get a flu vaccine through their employer.

### How to get the flu vaccine

Most eligible people can get the flu vaccine from **1 October 2025** and we have now started to send our invitations with link to book **Saturday clinics**, to those who are eligible. Saturday clinics **will be held on 4th and 11th October at Old Station surgery**, and are bookable now.

**Weekday and branch surgery clinics** will be released by **mid September** and we will contact patients once these have been released. Please do not contact us yet to book mid week or branch site appointment.

Some people, including anyone who is pregnant, can get vaccinated from 1 September 2025– please speak to our reception team.

### Respiratory Syncytial Virus (RSV) vaccination

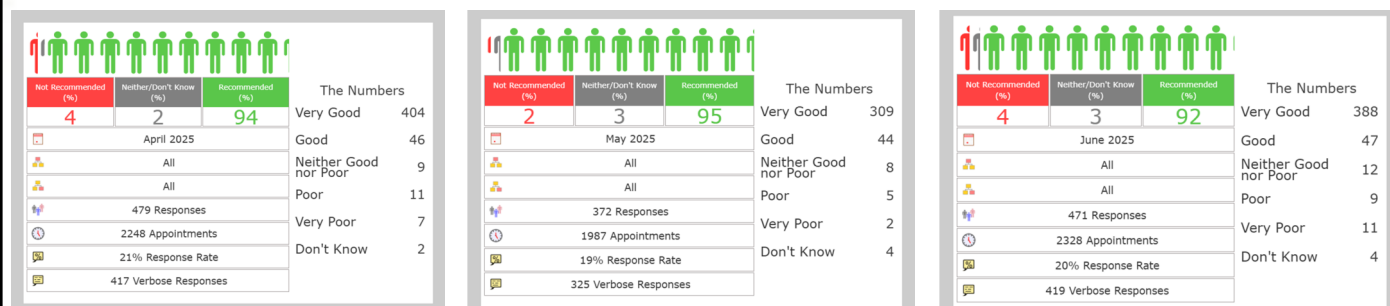
From September we will continue to provide RSV vaccinations to patients aged 75+ and will actively be calling those eligible to book their vaccinations at the practice. We kindly ask patients to await their invitation as we work through our recall system.



## Your Feedback- Friends and Family Test April– June 2025

Listening to the views of patients and staff helps identify what is working well, what can be improved and how.

The FFT asks patients if they would recommend the services they have used and offers a range of responses which are collated and publicised within our practice and also shared with NHSE. We are very grateful to all of you who took time to submit your answers and provided us with your feedback. We were pleased to receive all of your responses. The results for April-June 2025 are presented in the below graphs



These results can also be viewed on our website at [www.oldstationsurgery.co.uk](http://www.oldstationsurgery.co.uk) and across all of our 3 sites in the main waiting area.

## Meeting with local MP Adam Thompson

In July we invited local MP Adam Thompson to join us for a conversation around health system, pressures GP practices face and what it is like to work in a GP. Meeting was attended by Dr Thomson, both Business Practice Manager (Anna) and Operations Manager (Shelley), Senior Clinical Pharmacist Julie and our administrator Claire. We were also joined by a member of our Patient Participation Group, who spoke about the system from a patient's perspective.



In our discussion, we addressed appointment demand and availability, the complexity of patient health issues, GP practice funding, and workforce challenges such as training and recruitment. We agreed the meeting was useful for highlighting ongoing difficulties faced by both the practice and patients and for building relationships with local authorities to address community needs.

## Results of the national patient survey 2025

Results of annual GP patient survey are in and we would like to thank everyone who took their time to send their response back. GP patient survey is an independent survey run by Ipsos on behalf of NHS England and is conducted annually in early January. The survey includes questions about a range of issues, such as how easy or difficult it is to contact the practice, the quality of care received from GP and practice nurses, and general health, amongst other things.

We are happy to share that we remained above the national level and in line with local levels of satisfaction with regards to the % of patients who described their overall experience of our practice as good; scoring respectable 76%.

We are also pleased that satisfaction levels across all of the other denominators have increased in comparison to last year's results with the following areas showing biggest increase:

- Contacting practice by phone- this area noted an increase in score from 19% to 51% (32% increase)
- Contacting practice using website- this area noted an increase from 35% to 63%, (28% increase)
- % of patients who usually get to see or speak to their preferred health professional when they would like noted 21% increase from 25% to 56%; achieving higher score than ICS and national levels.

We will continue to improve our services and welcome any feedback, comments or suggestions you may have via our website [www.oldstationsurgery.co.uk](http://www.oldstationsurgery.co.uk) or in person at any of our surgeries.