



The Tudor Times

ISSUE 10

JULY 2023

Welcome to our Summer Edition



Save the Date

The practice will close at Midday for staff training on **Tuesday 26th September**

Data this Quarter

(1st April —30th June 2023)

- **6143** Appointments completed by our team
- **217** appointments booked but patients did not attend
- **14997** Calls answered by our reception team
- **92.5%** of our patients would recommend the practice to their friends and family

Birthday Month Recalls



In our last newsletter we notified you that we were moving to a system where we would call you for annual reviews in your birthday month. If you have had a birthday in April/May/June and usually have a review but haven't been invited or booked this yet then please do contact us.

We are delighted that the 2023 Patient Survey scores us at 90.7% Good which makes us one of the best rated practices in the City. We would like to thank all the patients who completed this survey and we are incredibly grateful to our hard working team who continue to deliver the best possible service against the challenges presented.

If you have any feedback for the practice then you can let us know in a number of ways including the Friends & Family Test (you may receive an SMS with a questionnaire after an appointment) or there are blank forms you can fill in at our reception desk. You can also send any comments via our [Practice website](#)

Our quarterly newsletter is extremely helpful in sharing changes and useful information but please do look out for our new and updated website and if you use Facebook we now have a practice page which you can "like" to receive regular updates.

Over the coming months we will be looking to improve our use of digital services and are excited to announce the development of Accurx which allows patients to submit requests for non urgent/non medical actions e.g. extension to a sick note, request for a letter. Further details are at the bottom of the page and on our website.

If you would like to complete a survey to help us identify other digital improvements we could make please click [here](#).

During September we will be holding some support sessions in the practice to help patients install the NHS App on to their Smartphone and show them how to use it to order repeat prescriptions and book appointments (where available).

We appreciate that not all our patients can access our services digitally so please remember our amazing reception team are here to help.

We hope you enjoy your summer but if you're thinking ahead and usually have a flu jab with us our appointments are now available to book for **Super Saturday 16th September 2023** via the NHS App. We will send further information with direct booking links nearer the time. Please note this will be the only Saturday clinic this year— other weekday clinics will be available if you cannot make this date.

Tricia (Practice Manager) & all the Team at Tudor House

Flu Clinics **BOOKING NOW Patients Aged 65 and over and those aged 18—64 with a clinical risk**

Saturday 16th September

Book online through the NHS APP or SystmOne online

Blood tests

Due to ongoing high demand for blood tests we are seeing increased waiting times for these appointments. If you need a regular blood test then please ensure these are booked well in advance. If we are unable to offer you an appointment we may be able to signpost you to have them done somewhere else. Our Reception team will be able to help you with this.



Parking

You are probably aware that we have a very small car park at the practice and we know that it isn't always easy to get parked when you attend for appointments. We have had a number of instances recently where patients have parked in our doctors spaces, the disabled space (without a permit) and/or have blocked in other cars. Could we please kindly ask that you park responsibly and respectfully ensuring you allow sufficient time to be parked before your appointment.

Lung Health Checks

NHS lung health checks are being offered in our area to those who are eligible. If you're aged between 55 and 74 and have ever smoked, you may get a letter or phone call from the local NHS service inviting you to an appointment.

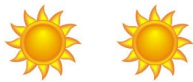
Lung cancer causes more deaths than any other cancer in the UK. There are often no signs or symptoms of lung cancer at an early stage.

The Targeted Lung Health Check programme aims to find lung cancer early, sometimes before you have symptoms.

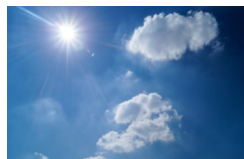
Lung health checks look at how well your lungs are working and can help diagnose lung cancer as early as possible. Early diagnosis can make lung cancer more treatable and make treatment more successful.

For more information click [here](#)

Beat the heat by



keeping cool, drinking lots of water and wearing sun cream



Breast Screening

Breast screening is currently offered at 3-yearly intervals to women aged from 50 up to their 71st birthday in England. The screening programme is a routine X-ray examination of the breast that can detect very small cancers which are usually at a very early stage and are more easily treated.

The programme is currently in our area and those eligible will be contacted in the coming months.

Goodbye Diane

Our lovely HCA Diane will be leaving us mid August. Diane has been a very valued member of the practice and a patient favourite for many years so please join us in wishing her a very happy retirement.



Missed Appointments

Last quarter we had over 200 missed appointments, this represents around 40 hours of time. Demand for all of our appointments remains consistently high and wasted appointments mean other patients may wait longer for urgent or routine appointments.

Any patient who misses an appointment may receive a letter reminding them that they must cancel appointments if they are unable to attend and any patient who fails to attend 3 booked appointments within a 12 month period may be removed from the practice list.

If you have received a confirmation of your appointment you may be able to cancel via a link on there or you can cancel via the NHS App if you are unable to contact the practice.

Non Urgent Queries

We are now able to receive your non urgent queries via our [website](#).

For requests such as extensions to med3's (sick notes), medical reports, GP letters, non urgent medication queries and non repeat medications, you can contact us and we will aim to respond within 2 working days.