

# Patient Newsletter

Quartely update | July 2025

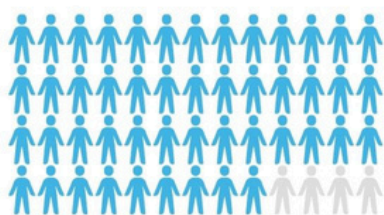


**LEACROFT**  
Medical Practice

## Welcome

We're sharing the latest updates from our practice. Your feedback continues to shape how we provide care, and this quarter we share important updates and useful health information.

## Our Practice - May



We now have a total of 15,161 patients




we received 4,808 online requests

4,900 clinical documents were processed



We offered 5,909 appointments, of which

 59% were face to face

 276 were home visits

154 were missed by patients



we received 5,912 phone calls

24,692 medications were prescribed



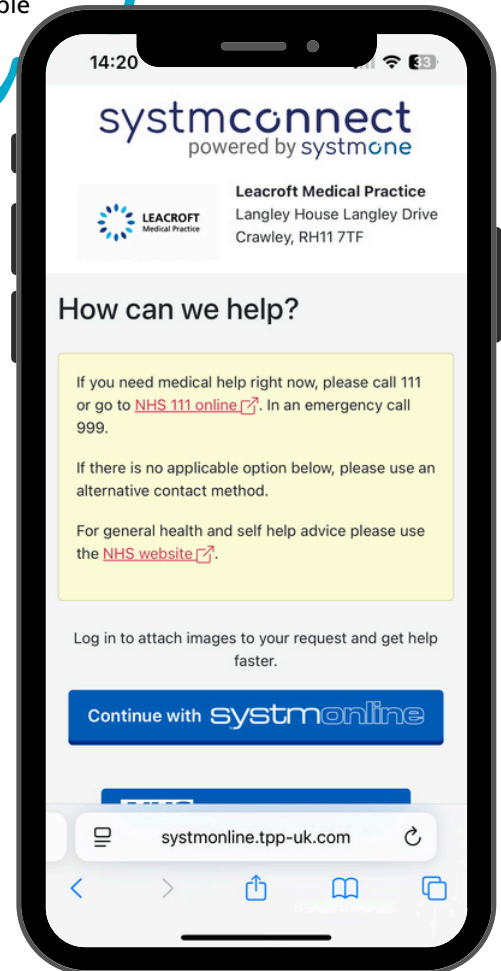
Weekend availability makes a big difference

Easier to book now evenings are available

## Improving access to appointments

We know it can be tricky to fit in appointments around work or other commitments, so we're now offering extended hours from 8am to 8pm, Monday to Thursday in addition to being open on Saturdays (8am - 4pm).

GP, nurse, and HCA appointments are all available during these times. If you would prefer an appointment during extended hours please let us know when booking.



## The impact of missed appointments

In May, 154 appointments we missed, and this number has been gradually increasing. Missed appointments not only waste valuable NHS time, but also mean other patients miss out on care they may really need.

If you're unable to attend, please do let us know as soon as you can.

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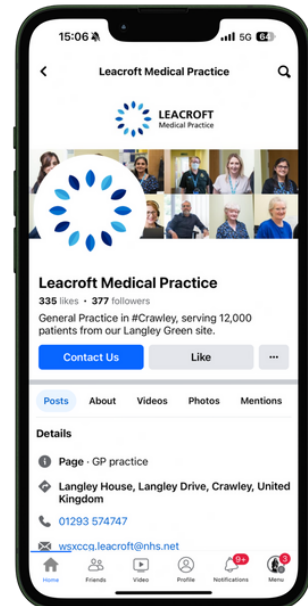


To find out how you can cancel your appointment visit: [www.leacroftmedicalpractice.nhs.uk/health-information/appointments/](http://www.leacroftmedicalpractice.nhs.uk/health-information/appointments/)

Follow us on

facebook

Want to keep up to date with the latest news, health tips, and important updates from the practice? Follow us on Facebook for everything from appointment reminders to helpful advice and community news.



Search for us on Facebook to follow us

## Did you know you can leave us a review via Google?

Your feedback helps us understand what we're doing well and where we can improve. If you've had a positive experience with our team, leaving a quick review on Google is a great way to support the practice - and helps other patients too.



Search for us on Google to leave a review

Visit our website: [www.leacroftmedicalpractice.nhs.uk](http://www.leacroftmedicalpractice.nhs.uk)

## Help us improve our services

The Friends of Leacroft (FOL) is made up of volunteer patients who work together to improve services and enhance patient experience.

We welcome new members who want to contribute to the wellbeing of the community.



To register your interest in our FOL visit:  
<https://qrco.de/bg72dB>



## Working together as a Primary Care Network

We are supported by practitioners in additional roles who allow us to provide bespoke multi-disciplinary teams based on the needs of our local population.

By working together with local community services, this allows us to make support available to people where it is most needed.



Visit [www.crawleycarecollaborativepcn.org](http://www.crawleycarecollaborativepcn.org) to find local NHS services and community support available to you.

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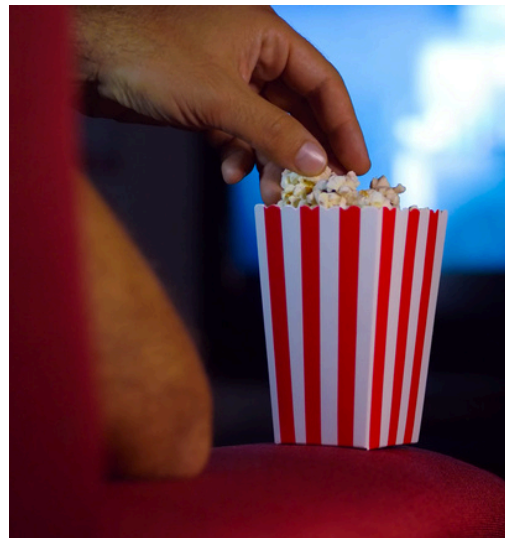
**To download the app visit  
[www.nhs.uk/nhs-app](http://www.nhs.uk/nhs-app)**

## **Film Club**

Come along to our monthly film club at the Practice, held on the last Saturday of each month and hosted by the Friends of Leacroft, our lovely team of patient volunteers.

Everyone's welcome! Just pop your name down at reception to book your place.

Free tea, cake and a good film guaranteed.



**To find out more visit:  
<https://qrco.de/bg72dB>**