

WANSFORD SURGERY

NEWSLETTER



Welcome to the latest edition of the Wansford Surgery newsletter! Here, you'll find important updates, helpful health tips, and the latest news from our practice. We're committed to keeping you informed about the services we offer and ensuring you have the best possible care. We hope you find this newsletter both informative and useful!

January Performance

Statistics play a critical role in lots of areas within healthcare. They provide a systematic way to collect, analyse, interpret and present data. At Wansford Surgery, we regularly review our 'numbers'. This helps us to identify trends and make any adjustments or address issues. In this newsletter, we have published some data as we think it is interesting.

The following data is taken from 1 month during the first quarter of the year.

Telephone
Calls:
5,404

Appointments:
7,686

Referrals:
491

Missed
Appointments:
92

Pathology
Reports
Reviewed:
6,370

Prescriptions
Processed:
10,282



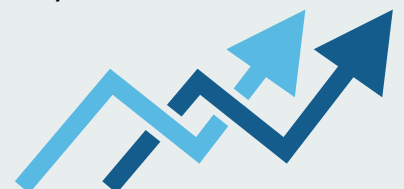
Here are some additional insights into our recent practice activity:

Phone Calls:

- Average time to answer a call: 1 minute 52 seconds
- Calls triaged for on-the-day appointments or telephone advice: 1,103

Online Services:

- Online consultations/queries submitted via our website: 240



Appointments:

- Emergency nurse appointments: 38
- Emergency GP appointments: 237
- Blood test appointments: 605
- Appointments booked online: 206

Cancellations & Reallocations:

- Appointments cancelled by the practice due to GP/nurse illness: 113
- Appointments cancelled by patients and successfully refilled: 307

If you are unable to attend your appointment, please let us know as soon as possible. Last-minute cancellations or missed appointments mean another patient misses out on the opportunity to be seen. By cancelling in advance, we can offer the slot to someone else in need. Thank you for helping us provide the best possible care to all our patients.

Stop Smoking

Are you thinking about quitting smoking? 2025 could be the year you make the change for good! The NHS has launched a campaign to support you in taking that important step toward a healthier, smoke-free life. There are many resources and support services available to help you quit smoking, and we're here to point you in the right direction.

When you quit smoking, good things start to happen almost immediately. You'll notice improvements in your health, your energy levels will rise, and you'll feel better overall. It's never too late to quit, and with the right support, it can be easier than you think.

Make 2025 the year you quit smoking for good. You don't need to imagine life without smoking—you can live it!

Visit the NHS website for tips, guidance, and information on local support groups:
<https://www.nhs.uk/better-health/quit-smoking/>



Connect with Us on Social Media

Did you know that we are on social media? Follow our Facebook page to stay updated with the latest health tips, service updates, and important announcements.

You can find us at: <https://www.facebook.com/WansfordSurgery/>



February is National Heart Month

February is National Heart Month—a time to raise awareness about heart health and recognise the signs of a heart attack.

A heart attack is a medical emergency, and being aware of symptoms such as chest pain, shortness of breath, or feeling lightheaded could save a life. It's crucial not to ignore these warning signs. Acting quickly can make all the difference.

For more information about the symptoms of a heart attack and what to do in an emergency, visit the NHS website: <https://www.nhs.uk/conditions/heart-attack/>. Protect your heart and take action when it matters most.



Thank you for being a valued patient of our practice. We look forward to continuing to provide you with the best possible care.

Best regards,

Your GP Practice Team
Wansford Surgery