

The Humbleyard Practice Newsletter

Health Matters – Summer 2025 Edition



Get your COVID-19 & Flu Vaccine with us:

Protect yourself. Protect others. Book local.

We've listened to your feedback - this year, we're offering both Flu and COVID-19 vaccinations at all three of our practice sites, not external venues.

Support us by booking your COVID-19 & Flu vaccine with us from August 2025 for appointments starting in October.

One appointment. Double protection.

It's quick, safe, and helps keep our community strong this winter.

Those eligible will receive an SMS invite with booking details.

Prefer to speak to someone? You can also call the practice or book online via our website

Carers Friendly Practice:

We are a Carer Friendly Practice, and we are seeking formal recognition through Caring Together and Carers Matter Norfolk. A carer is someone who provides care for a person who, due to illness, mental health issues, substance misuse, physical and learning disabilities, old

age, or frailty, is unable to fully care for themselves without support.

If you're a carer, please let us know by notifying us on registration or via letter or email at humbleyard.d82064@nhs.net, briefly explaining your circumstances and needs. Alternatively, you can reach out to our Patient Care Team – they'll be more than happy to assist you. You can also register on our page: [Register as a Carer](#).

Online Consultation System:

The practice has now transition from Patches Health to our new online consultation system, SystemConnect.

What you need to know:

- Simple to Use – Designed with input from our Patient Participation Group.
- No Account Needed – Secure, but no need to register separately.
- More Capacity – We're increasing capacity while keeping things safe and manageable.

For more information: [We're Moving to a New Online Consultation System: SystemConnect - The Humbleyard Practice](#)

NHS 10-Year Health Plan: What It Means for General Practice?

The NHS is making big changes to how care is delivered aiming to bring services closer to home, improve access, and focus more on prevention.

Here's what you need to know:

- **More Local Care** – Expect more services at local health centres and pharmacies, not just hospitals.
- **Better Access** – New phone systems and online tools will make it easier to contact us and manage your care.
- **Focus on Prevention** – More support to stay well, especially in areas that need it most.
- **Joined-Up Teams** – GPs, nurses, and other professionals will work more closely together in your community.

These changes are designed to improve your experience, reduce waiting times, and help keep you healthier for longer.

Veteran-Friendly Practice:

We're now officially accredited by the Royal College of GPs and NHS England as a Veteran-Friendly GP Practice. That means we're equipped and ready to provide tailored care for patients who've served in the armed forces.

What this means for you:

- Our team has completed specialist training.
- We'll ask new patients if they've served so we can support their unique health needs.
- We're part of a national scheme offering faster access to specialist services.

If you're a veteran - or you know someone who is - we're here to help. Please let us know your

status at registration, or speak to a member of our team.



Armed Forces veteran
friendly accredited
GP practice

Physician Assistant

The Humbleyard Practice employs three Physician Associates (PA) as part of our diverse clinical team. The Leng Review has recently made recommendations due to concerns raised by doctors, patients and the media. The Practice is confident that the key areas of safety and effectiveness are already in place through close supervision of PAs and twice daily review of all PA appointments by a GP Partner. We are though analysing other recommendations from the Leng Review to improve further the care provided by our Practice. One immediate noticeable change is the name of PAs is changing to **Physician Assistant**, so that patients better understand the role and can discriminate PAs from doctors. More details will be posted on our website in due course.

GP Patient Survey 2025.

This is a national survey conducted each year. Of the 121 patients that replied we see that there is still much room for improvement but also note a significant increase in our results compared with previous years:

- 35% increase in patients' overall experience of contacting the practice.
- 64% improvement of patients' experience contacting by phone.
- 30% improvement of patients' overall experience of this Practice.

Our hard work continues!