

The Humbleyard Practice Newsletter

Health Matters – Autumn 2025 Edition



Heidi Health Scribe Trials

We're exploring Heidi Health, a scribe tool that drafts your clinician's notes in real time so they can focus fully on you during appointments. It's secure, NHS-compliant, and designed to improve the quality of consultations.

Look out for updates soon as we test this smart tool at practice - bringing future-friendly care right to your local surgery.

Cringleford Surgery Expansion

Much needed work will be conducted at Cringleford Surgery in November and December. There will be some minor disruption, but the result will be two additional clinical rooms. This is part of the strategy to improve the capacity and quality of the practice to meet patient demand.

Meet Our New GP:

Dr Emeka joined the Practice in October. He is an experienced paediatrician and qualified as a GP during the summer. He will be primarily based at Mulbarton Surgery. This increases the number of GPs at the practice and helps meet the demand.

How To Use Our Online Consultation System?

Need help using our Online Consultation System?

We've put together a quick guide to help you use SystemConnect - our secure online consultation system. You can use it to request appointments, ask admin questions, submit readings, or request sick notes.

It's easy to use, and you don't need to log in. The guide walks you through each step and explains what happens once your request is submitted.

Find the guide [here](#) or on our website or ask a member of the team for a copy.

Save time - go online!

Improved Online Access

For routine health problems, please use our simple online form (that has replaced PATCHS). We have now lifted previous constraints allowing patients to raise a form during our opening hours.

The only exception to this will be during periods of exceptionally high staff absence or over whelming demand

Missed an Appointment

From **July 2025** to **September 2025**, **1,432** patients missed their appointments. That's **4.96%** of **28,890** available appointments. We've listened to your feedback and made cancelling easier.

You can cancel your appointment(s) via our online consultation system, SystmOnline, the NHS App, or by calling 01603 977477 (Option 1).

Please let us know if you can't attend – it frees up appointments for others.

NHS Friends and Family Test

“How was your experience of our service?”
That's the simple and anonymous question we ask - known as the NHS Friends and Family Test. It helps us understand what's working well and where we can improve.

Would you recommend us to your friends or family? Please take a moment to complete the short survey here:

<https://forms.office.com/e/cH8udahuA2> . We review every response and share the feedback with our team - thank you for helping us get better.

Our New Logo, Designed by Us

We're proud to share our new logo, designed by our very own team. It reflects who we are and the care we give to our community. You'll start seeing it more across our sites, letters, and online - something for patients and staff to recognise as ours.



Behind the Desk with Jane (Patient Care Advisor)

Hello! I'm Jane, and I've been at the practice for 38 years. What I love most about my role is meeting all of you, our patients, and helping you get to the right place, whether that's an appointment, advice, or signposting to another service.

My day usually starts with opening the surgery, getting the systems ready, and then it's greeting you all, phones, emails, tasks. No two days are the same, and every day brings something new.

One big change over the years has been the increased demand for appointments. I know it can be frustrating when you want to see your preferred clinician, but rest assured, we are doing our best to balance demand by providing urgent and routine appointments, face to face or telephone appointments. Continuity is key, and we always try to make sure you're seen by the right person at the right time.

Join Our Patient Participation Group

Our Patient Participation Group meets quarterly to review practice performance, celebrate wins, discuss improvements, and share ideas that matter to patients.

Who Can Join?

Any registered patient - virtual, face-to-face, or both.

Get Involved:

Sign up here: [Join Our PPG](#)

Once you submit, our Patient Services Manager will contact you with next steps and meeting details.

Make your voice heard - help us improve care for everyone!