



# Patient Participation Newsletter

September 2025



## A message from the Operations Manager

Thank you to all our patients who engage with the Practice to offer suggestions on how we can improve our services. Your feedback, ideas, and involvement are vital in helping us improve the services we provide. The PPG is here to ensure your voice is heard—because your experience matters.

Following retirement of our previous PPG Chair, Ken, we have been working hard to implement “PPG V2” to increase the amount of feedback we receive and to begin to build further support for the wider patient population – including our next “open house” – details of which can be found below.

With patient suggestion boxes available around the practice, we hope to gain further feedback from all patients, not just those who wish to attend face to face meetings.

We have introduced a Patient Participation Liaison, Teresa, to aid in all matters PPG. Teresa will be a key member of the practice team acting as a link between patients and the practice team, organising meetings, promoting awareness of the PPG, collecting patient feedback, supporting wider practice (and patient!) initiatives, co-ordinating our quarterly newsletter and Championing inclusivity to ensure the PPG reflects the wide diversity of patient voices are represented.

Your input helps shape the way we deliver care, and your voice is essential in helping us improve services for everyone. Together, we can continue to build a healthier, more responsive practice community—and support each other in achieving and maintaining good health throughout the year.

## Protect Yourself This Winter – Book Your Vaccinations Today

As we head into the colder months, it's more important than ever to protect yourself and those around you from seasonal illnesses. We strongly encourage eligible patients to book their flu, shingles, and pneumococcal vaccinations. These vaccines are safe, effective, and a vital part of staying well during winter—especially for older adults and those with long-term health conditions. Don't wait until symptoms strike—speak to reception or visit our website to arrange your appointment and stay one step ahead of winter bugs.

## Cancer Care Champion

We are proud to inform you that one of our care co-ordinations, Jasmine, is an accredited Cancer Care Champion - a role recognised by Macmillan cancer support – to aid and support patients with their cancer diagnosis.



### Primary Care Cancer Champion

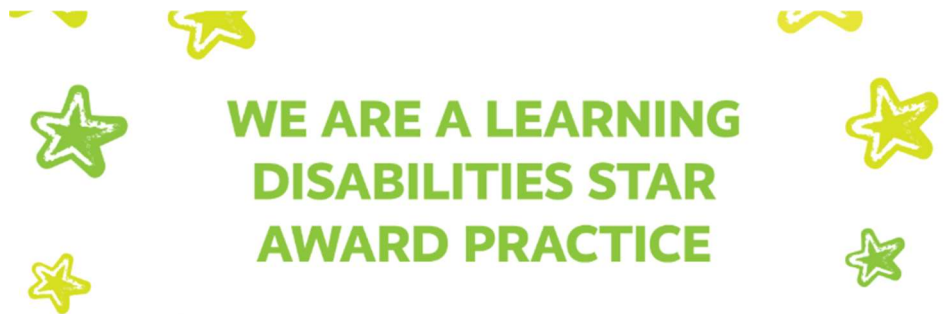
Working in Partnership with Macmillan Information & Support Centres in Northamptonshire

**MACMILLAN**  
CANCER SUPPORT

**NHS**  
University Hospitals  
of Northamptonshire  
NHS Group

## Learning Disabilities STAR

Albany House is a recognised Learning Disability STAR award practice. We are able to offer reasonable adjustments as needed, deliver annual health checks and provide person-centred care. Jasmine also acts as our Learning Disability Champion



## Building Improvements

We recently applied, and were successful, in applying for NHS England “modernisation” funding – this was made available to practices to help utilise space in GP Practices that may be better used for patient care. Starting in January, a small amount of building work will be undertaken on the first floor, adding a new consulting room.

## Resident GPs

We're proud to be a recognised training practice, committed to nurturing the next generation of doctors. Our resident GPs are fully qualified medical professionals undertaking advanced training in general practice. They bring fresh perspectives, up-to-date knowledge, and a real enthusiasm for patient care. By supporting their development, we're not only investing in the future of healthcare but also ensuring that our patients benefit from a dynamic and forward-thinking clinical team.

- Dr. Imran Khatib (ST3 - Male)
- Dr. Shaazeeb Girach (ST3 – Male)
- Dr. Arsalan Zaheer (ST2 – Male)
- Dr. Harini Balasubramanian (ST2 – Female)
- Dr. Haatsari Kujeke (ST2 – Female)
- Dr Taufique Anjum (ST2 – Male)
- Dr David Walters (ST1 – Male)
- Dr Kawthar Sahal (FY – Female)

## Patient Participation Open Afternoon

Dr Mukundan would like to invite you to attend a Patient Participation Open House event on Friday 7<sup>th</sup> November 2025. From 13:00 until 15:00, we are hosting a welcoming and informal event designed to strengthen the connection between our practice and the community we serve.

This is a great opportunity to meet members of the practice team, learn more about how the practice operates, and share your thoughts on how we can continue to improve services. Whether you're a long-time patient or new to the practice, your voice matters—and we'd love to hear it.

The Open House will also enable to us help you get involved in patient care and make a difference. Volunteering time, ideas or feedback, your participation helps shape the future of our care.

We'll be discussing current initiatives, answering questions, and exploring how we can work together to create a more responsive and patient-focused environment.

Refreshments will be provided, and all are welcome

Come along and be part of the conversation!

## Friends & Family

Thank you to all who submitted your Friends and Family feedback – In the past 3 months we have received some wonderful patient feedback, some of which is included below.

“Felt really really supported which made it easy for me to accept the issue”

“Very good service Nurse showed interest and very good understanding.”

“Communication & service was good.”

“My appointment was cancelled. “

“Professional. EXTREMELY helpful and explained how she would treat my condition. Courteous. Did not feel rushed. Organised and carried forward the treatment I would receive.”

“Karolina was very reassuring re my medication etc.,.....as usual.”

“The staff was very friendly and professional.”

