



Patient Participation Newsletter

December 2025



A message from the Operations Manager

As we approach the festive season, I'd like to take a moment to wish you all good health and happiness over the holiday period.

Winter health pressures are upon us and we know this time of year can be challenging for many. Please remember to take care—keep warm, stay hydrated, and seek advice early if you're feeling unwell.

We're working hard to support our community during this challenging time and are pleased to share that the Respiratory Hub is now up and running, providing additional dedicated care for those with coughs, colds and other respiratory illnesses.

Looking ahead, there are exciting times for our community. Wellingborough has been selected as an Innovator Site for the new Neighbourhood Access Service and Complex Care and Long-Term Conditions Service, a forward-thinking initiative designed to strengthen primary and community care! We look forward to sharing more information in the coming months!



Protect Yourself This Winter – Book Your Vaccinations Today

Don't forget to book your seasonal vaccinations to help protect yourself and those around you during the winter months. Staying up to date with your vaccines is one of the best ways to stay well and reduce pressure on health services.

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.

New Salaried GP

We are delighted to welcome Dr. Khatib to our team as a new Salaried GP. Many of you will already know Dr. Khatib from his time with us as a Resident GP and we're thrilled that he is continuing his journey here under the ARRS (Additional Roles Reimbursement Scheme) initiative.

New Care Co-ordinator

We're pleased to announce that Sarah, who many of you will know from our administrative team, has now taken on the role of Care Co-ordinator for Mental Health and Learning Disabilities.

Sarah, working alongside Jasmine, will play a key role in supporting patients, helping to coordinate care across different services, undertaking care reviews and ensuring that everyone receives the right support at the right time.

2025 Patient Participation Survey

Thank you to everyone who took part in our 2025 Patient Survey. We received almost 400 responses which is fantastic and gives us a strong understanding of what matters most to you. Your feedback is invaluable in helping us improve our services, and we are currently reviewing all responses. A summary of key findings and actions will be shared in the coming months.

Please continue to provide feedback throughout the year—your voice truly makes a difference.

Building Improvements

Work is due to commence on the in early January on the first floor, adding a new consulting room and should last up to 6 weeks. We foresee minimal impact on our patients during this time, with the appropriate areas being cordoned off and work being undertaken during outside of our opening hours and during quieter periods.



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. Shaazeeb Girach (ST3 – Male)
- Dr. Arsalan Zaheer (ST2 – Male)
- Dr. Harini Balasubramanian (ST2 – Female)
- Dr. Haatsari Kujeke (ST2 – Female)
- Dr. Elya Tanweer (ST2 – Female)
- Dr. Maria Saleem (ST1 – Female)
- Dr. Vaishali Chudasma (FY – Female)

Patient Participation Open Afternoon

Thank you to everyone who joined us for the recent PPG open afternoon on 7 November 2025.

It was a real pleasure to spend time with those who took time out from their busy schedule to attend.


We were glad to offer you the opportunity to meet and discuss the latest practice news, along with you offering support to help us identify local health inequalities whilst enjoying a coffee (or tea) with a biscuit.

Dr Mukundan (Senior Partner), Jon Ephgrave (Operations Manager), Care Co-ordinator Jasmine and our PPG liaison Teresa appreciated the contributions received those who attended.

Dr Krzeminski (Partner), Niamh (Safeguarding Admin) and Alison (Pharmacy Technician) also dropped in and joined the conversations.

We would also like to thank those who completed the 2025 Practice Patient Survey – this was very much appreciated.

While attendance wasn't quite what we'd hoped for, we're optimistic that future open sessions will attract more participants. Your involvement is truly valued, and we look forward to welcoming you.



Wasted Appointments

Between September to November 2025 a total of **230 hours** of clinical appointments were wasted due to patients not attending. During this period 920 appointments were lost due to patients who Did Not Attend; 225 appointments with Doctors or Nurse Practitioners were wasted, 271 Treatment Area appointments were missed, 95 children were not brought for their immunisations and 72 Long Term Condition appointments were forgotten.

These wasted slots could have been used by other patients in need of care. If you cannot attend your appointment, please let us know as soon as possible so we can offer it to someone else. Your cooperation helps us provide timely care for everyone and reduces pressure on our services.

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.

“Wasn’t kept waiting and I went in on time”
“Nurse was very polite and reassuring as I was quite nervous”
“Felt really really supported which made it easy for me to accept the issue”
“Courteous. Did not feel rushed.”
“The lady on reception was very well mannered”
“I did not feel heard.”
“Relaxed atmosphere”
“The doctor was very friendly”
“I was made to feel very welcome”
“Always friendly and efficient.”

