

As we move into the brighter months on the South Coast, many of us are beginning to enjoy the welcome return of longer days and improving weather. While the change in season often brings a renewed sense of energy to our community, our team continues to focus on improving the way patients can access care at the practice.

Over the coming weeks we will be introducing several new systems designed to make it easier and more efficient to contact us and receive the support you need. These changes are part of our ongoing commitment to improving patient access and services, so please keep an eye on our updates over the next month as we share more details. Watch this space!

Dr Martin Writer

## **Triage System – Update**

We are currently exploring different triage systems to help improve patient access to our services. The aim is to ensure patients are directed to the most appropriate clinician or support at the right time, helping us manage demand more effectively while maintaining safe and timely care.

Over the coming months we will be reviewing different options and gathering feedback to understand how these systems might support both patients and staff.

## Please Keep Our Ambulance Bay Clear

We are seeing repeated misuse of the designated ambulance parking space area at the front of our building in our car park. Please be aware that parking in this space, **even briefly**, can delay emergency access to the building and put patients' lives at risk.

This area is reserved exclusively for **ambulances** and must remain unobstructed at all times.

Thank you for your cooperation in keeping our surgery safe and accessible for urgent care.

## Requesting Repeat Prescriptions

Please note that repeat prescription requests can not be accepted by telephone.

Patients are kindly asked to submit repeat prescription requests via the NHS App, or by completing a request form available at the reception desk.



## VACCINATIONS

This year, we will be offering COVID-19 and flu vaccinations at the same appointment, for patients who would want both injections.

### COVID-19 vaccine eligibility

You may be eligible for a COVID-19 vaccination if you:

- Are aged 75 years and over.
- Are aged 6 months to 74 years and have a weakened immune system due to a health condition or treatment.
- Live in a care home for older adults.

### Flu vaccine eligibility

You may be eligible for a flu vaccination if you:

- Are aged 65 years and over (or will turn 65 by 31 March 2026).
- Have a long-term health condition.
- Are pregnant.
- Live in a care home.
- Are the main carer for an older or disabled person, or receive Carer's Allowance.
- Live with someone who has a weakened immune system.

**We will contact eligible patients automatically**

# Do you know the signs of Sepsis?

Sepsis is a serious and life-threatening reaction to an infection. It can develop very quickly and needs urgent treatment.

## Who is at risk?

Anyone can develop sepsis but it is more common in:

- Adults over 65 years of age and babies under the age of 1.
- People with long-term health conditions.
- Those with weakened immune systems.
- People recovering from surgery or infection.

**REMEMBER** - early treatment saves lives. Trust your instincts and seek help quickly if you are concerned.

## RED FLAG SIGNS OF SEPSIS

When to call 999 immediately

### ADULTS

- Slurred speech or confusion
- Severe breathlessness
- Passing no urine
- Extreme shivering or muscle pain
- Skin mottled, pale or blue
- "I feel like I'm going to die"

### CHILDREN

- Blue, pale or blotchy skin
- Non-blanching rash
- Fast or difficult breathing
- Very sleepy or hard to wake
- Weak or high-pitched cry
- No urine for 12 hours
- Seizures (fits)

## Raising Money for St Wilfrid's Hospice

The staff at Park Practice wore their Christmas jumpers to work for one day in December 2025, raising £89.70 for St Wilfrid's Hospice.

On 27<sup>th</sup> March 2026, Dr Nick Harvey will be taking part in a day of nerve-wrecking tasks and camp based activities to raise funds for St Wilfrid's Hospice. If you would like to support him, please consider donating to his fundraising page by going to the below link:

<https://events.stwhospice.org/fundraisers/NickHarvey/im-a-ceo>

# Friends and Family Feedback

Thank you to everyone who has recently completed a Friends and Family Test (FFT) survey.

Patients who are signed up to receive appointment reminders will receive an SMS after their appointment, giving them the opportunity to complete the survey. Alternatively, the survey can be completed online via our website, or paper copies are available at reception and can be handed to a member of our reception team.

Please note that **all responses are anonymous**, so we are unable to respond directly to any comments made. If you wish to raise any concerns or provide feedback directly, please contact us.

The FFT is a valuable tool that helps us understand what we are doing well and highlights areas where improvements may be needed. We read all comments every month and take your suggestions seriously.

December 2025 – 97% of patients said we were good/very good

January 2026 – 96% of patients said we were good/very good

February 2026 – 96% of patients said we were good/very good

Some recent comments made were:

- “Everything ran on time”
- “Staff were extremely helpful and attentive”
- “Always first class”
  
- “Waiting over one hour in the waiting room for an appointment, with no communication”

*We are really sorry to hear that you waited for so long. We do have posters in the waiting room to advise patients to see the receptionist if you have been waiting more than 15 minutes as sometimes things do go wrong.*

- “Because I had to come down and queue from 8.10am til doctors opened at 8.30 to get an appointment, how do you expect older people to get an appointment”

*We are currently looking into a triage system which will improve our appointment system.*

# Pneumonia, Shingles and RSV Vaccinations

## We offer these vaccinations

### Pneumonia vaccine

Available for:

- Adults aged 65 and over.
- Babies (routine childhood programme).
- People aged 2–64 with certain long-term health conditions or a weakened immune system.
- People with specific risks (for example cochlear implants or certain occupations).

Some patients with long-term conditions may need a booster every 5 years. This vaccine is not routinely offered to healthy adults under 65.

*PLEASE CONTACT US TO MAKE AN APPOINTMENT*

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### Shingles vaccine

Available for:

- Adults aged 70–79.
- Adults who turn 65 on or after 1 September 2026.
- Adults aged 18 and over with a severely weakened immune system.

The shingles vaccine is given as two doses.

*PLEASE CONTACT US TO MAKE AN APPOINTMENT*

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### RSV vaccine

Available for:

- People who are 28 weeks pregnant or more (recommended during every pregnancy).
- Adults aged 75–79, and those who turned 80 on or after 1 September 2024.
- From 1 April 2026: all adults aged 80 and over, and care home residents for older adults.

*WE WILL CONTACT YOU DIRECTLY FOR THIS  
VACCINE*

## What happens at an NHS Health Check?

If you're aged 40 to 74 years, and do not have a pre-existing health condition, you should be invited to an NHS Health Check by your GP every 5 years. If you think you are eligible but have not been invited, please contact us.

Your NHS Health Check will usually be done by a nurse or a healthcare assistant. The appointment takes approximately 30 minutes and usually includes:

- Measuring your height and weight.
- Checking your pulse and blood pressure.
- A cholesterol test and possibly a blood sugar level test.

You will also be asked some questions about your health including:

- Whether any of your close relatives have had any medical conditions.
- If you smoke, and how much.
- If you drink alcohol, and how much.
- How much physical activity you do.

You'll be given your cardiovascular risk score, which shows your risk of developing a heart or circulation problem, such as heart disease, stroke, type 2 diabetes or kidney disease, over the next 10 years.

The NHS Health Check aims to lower your risk of getting conditions that affect the heart and blood vessels, such as heart disease, stroke and kidney disease. It helps you take action to reduce your risk.

## Easter Closing Dates

We will be closed from Thursday 2<sup>nd</sup> of April 2026 at 6.30 pm and re-opening on Tuesday 7<sup>th</sup> of April 2026 at 8 am.

Whilst we are closed, if you have a medical emergency, please call 111 and they can direct you to the best place to get help. **Only** attend Accident & Emergency if you have a life-threatening emergency or serious injury.

Remember to order your prescriptions in plenty of time before we close for Easter.