

As we move into autumn, our thoughts turn to the annual **flu and COVID vaccination campaign**, which will begin in October. We will be inviting eligible patients to come forward for their vaccination, and we would encourage everyone who is offered a vaccination to take up the opportunity. Vaccination remains one of the best ways of protecting yourself, your family and those who may be more vulnerable from flu and its complications.

You will also notice some changes to the way you contact and book appointments with the practice. **Our new appointment system is still evolving**, and we recognise that introducing a new system can take some getting used to. We are listening carefully to your experiences and feedback, and we will be making changes over the coming weeks and months to ensure that the system becomes more responsive and works as well as possible for our patients. Our aim remains to make it easier for you to access the right care, from the right member of our team, at the right time.

Finally, we would like to say a **huge thank you** to everyone who took the time to contact us following the recent article about the practice in the local newspaper. We were genuinely overwhelmed by the number of positive, kind and supportive messages we received. It was particularly heartening to hear from so many patients who wanted to share their own experiences and recognise the hard work of our whole practice team. Please see the GP Patient Survey below for more information.

We know that the NHS, and general practice in particular, is facing considerable pressures, but our commitment to providing the best possible care for our patients remains at the heart of everything we do. Your support, encouragement and constructive feedback are enormously appreciated.

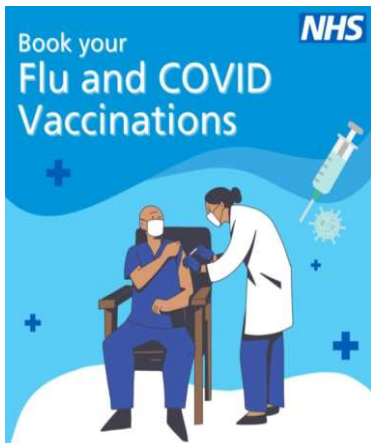
Dr Martin Writer

Are you an Armed Forces Veteran?

Park Practice is an accredited veteran friendly GP practice. This is important in helping ex-forces to get the best care and treatment. If you are ex-forces, please let the practice know to help ensure you are getting the best possible care. Please click the link below to see the booklet for details of organisations offering support to veterans. -

<https://online.flippingbook.com/view/69514274/12/>

COVID and Flu Vaccinations



We are pleased to let you know that this autumn we'll be offering your **COVID-19 and flu vaccinations at the same appointment**, making it even easier to stay protected.

The flu vaccine we are using at Park Practice this year is **egg-free** and is suitable for people aged 6 months and over. This means patients with an egg allergy can safely receive this vaccine without needing an alternative flu injection.

If you're eligible, we'll be sending invitations over the coming weeks. Our vaccination clinics will be held on **Saturday 3rd October 2026**, **Wednesday 7th October** and **Saturday 10th October 2026**.

Please note that these clinics are **by appointment only** and are not drop-in sessions.

You can choose to have your **COVID-19 vaccination, your flu vaccination, or both** during your appointment.

If you are also due any other vaccinations, such as the pneumococcal vaccine or shingles vaccine, we'll be happy to book you an appointment whilst you are in the practice but please note it is a maximum of **two** vaccines in one day (one in each arm).

Respiratory Syncytial Virus (RSV) Vaccination

Are you eligible for this vaccination?

- This vaccine is routinely available for adults turning 75 years or older, for a single, lifetime dose.
- From the 1st of September 2026, the eligibility criteria for this vaccination will be expanded to include adults aged 65-74 years in certain clinical at-risk groups. This includes patients with poorly controlled asthma, chronic bronchitis or cystic fibrosis, or immunosuppression due to disease or treatment.
- All residents living in care homes for older adults, regardless of age.
- Pregnant women – this is offered around week 28 to pass immunity and protect the infant against severe lung infections after birth.

The RSV vaccine is not normally given at the same appointment as the flu vaccine. However, in certain circumstances, they can safely be given at the same time but will not be available to be administered at our large flu clinics.

We will contact you directly for this vaccine if you are eligible.

Your Guide to our New Triage System

Since introducing triage at the beginning of June, all medical requests are now reviewed by our clinical team and prioritised according to clinical need, rather than on a first-come, first-served basis. This means patients with the most urgent medical problems can be identified quickly and offered the most appropriate care without having to compete for a limited number of same-day appointments. Patients whose condition is assessed as less urgent will be offered advice or an appointment within an appropriate timescale for their clinical needs. This approach helps ensure that appointments are allocated fairly and safely, based on clinical need rather than who is able to contact us first.

The new system also means you no longer need to join the 8 am telephone rush or queue at reception in the hope of securing an appointment. Instead, you can submit a short online medical request through our website or the NHS App. If you're unable to complete the online form, our reception team will be happy to help you over the phone or in person, and an iPad is also available in reception for patients who wish to complete a request at the practice.

Not every request requires an appointment with a doctor. Following clinical review, you will be directed to the most appropriate service for your needs. Depending on your symptoms, this may include support from a community pharmacy, including treatment under the Pharmacy First scheme where appropriate, clinical advice by text message, a telephone consultation with a member of our clinical team such as an Advanced Clinical Practitioner, Paramedic Practitioner or Practice Pharmacist, requesting photographs or additional information to support assessment, or arranging a face-to-face appointment with the most appropriate clinician, including a GP where necessary.

Using the most appropriate pathway for each patient helps us make the best use of our clinical appointments, ensuring GP appointments remain available for patients with more complex or urgent medical needs, while enabling everyone to receive the right care, from the right healthcare professional, at the right time.

What hasn't changed?

Although the way medical appointments are requested has changed, many of our other services continue to operate as before:

- **Test results:** Please continue to telephone the practice between 2.15 pm and 5.30 pm, Monday to Friday, to obtain your test results.
- **Nursing appointments:** Appointments with our nursing team, including blood tests, cervical screening, wound care, ECGs, blood pressure monitoring, vaccinations and long-term condition reviews, should continue to be booked by telephone in the usual way.
- **Prescription queries:** If you have a query about your prescription, our Prescription Team can be contacted on the usual prescription line between 10.00 am–12.00 pm and 3.00 pm–5.00 pm, Monday to Friday.

Thank you to everyone who has embraced this new way of working. As with any significant change, we continue to review and refine the process to ensure we provide safe, fair and timely access to care for all of our patients.

GP Patient Survey

Patient feedback – you said, we listened

The latest GP Patient Survey results have recently been published. While the results are new, the survey was undertaken in January 2026, so the feedback reflects patients' experiences at that time.

We were disappointed with some of the feedback received and have taken the results seriously. Since January, we have made a number of changes to improve the way patients access and experience our services, particularly around our new clinician-led triage system.

We are continuing to review patient feedback and use it to identify where further improvements can be made.

The GP Patient Survey results are based on responses from 95 of our patients, which represents a small proportion of our registered population. Nevertheless, every response is important to us, and we use patient feedback to help identify where improvements can be made.

Thank you to all our patients who take the time to share their experiences with us. Your feedback helps us to continually improve our service.

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 the comments and take your suggestions seriously.

March 2026 – 96% of patients said we were good/very good
April 2026 – 95% of patients said we were good/very good
May 2026 – 97% of patients said we were good/very good
June 2026 - 95% of patients said we were good/very good
July 2026 - 94% of patients said we were good/very good

Some recent comments made were:

- *"I was listened to and this resulted in a really good outcome"*
- *"Superb staff"*
- *"Prompt, helpful, efficient"*

- *"Late getting to see nurse, if an appointment is booked, it would be better to be on time"*

Sometimes appointments run over because patients need a little extra time than expected. If you are waiting more than 20 minutes for your appointment, please speak to our receptionist who can advise you.



Dr Sophia Amjad will be leaving Park Practice at the end of October as she is moving away. Nearer the time, we will be sending out messages to all patients currently registered with Dr Amjad, with details of her replacement. We wish her all the best for the future.

Our regular GP locum, Dr Richard Brierley, will be taking semi-retirement, and has decided to stop his sessions at Park Practice from September 2026. He will be missed by patients and staff alike.

Well done to Becky, our trainee Advanced Care Practitioner, who has recently passed her prescribing qualification.

In August, Dr Nadiyah Ali, joined our clinical team for a four-month period. Nadiyah is a fully registered second-year doctor, and is working in various hospital specialities and General Practice to gain medical experience.

We also welcome Hannah, an additional Practice Nurse. Hannah graduated with a First Class Honours Degree in Adult Nursing from the University of Northampton in 2018, then went to work on the Acute Medical Unit at Eastbourne District General Hospital as a newly qualified nurse for three years. In 2021 she transitioned to General Practice and joined Park Practice in March 2025 after returning from maternity leave. She has a specialist interest in respiratory medicine and has a diploma in asthma. She works on a Monday, Wednesday and Friday.

