

# PRESTON PARK SURGERY SUMMER Newsletter 2025



Keeping you informed and healthy this summer

[www.prestonparksurgery.co.uk](http://www.prestonparksurgery.co.uk)



## Preston Park Surgery Achieves Outstanding Patient Satisfaction in 2025 National GP Patient Survey

**90% of our patients rated their overall experience with the surgery as "Good" – a testament to the dedication and hard work of our entire team.**

### Introduction

#### Summer is Here!

With longer days, warmer weather, and the occasional heatwave, summer has officially arrived! Alongside the joys of the season come the usual reminders: hay fever tips, holiday planning, and staying safe in the sun. We hope you're finding time to rest, recharge, and soak up some sunshine. At Preston Park Surgery, we're here to support your health every step of the way.

Vaccinations and childhood immunisations remain a top priority. We continue to highlight the vital role vaccines play in protecting both individual and public health and highlight the changes in the vaccinations schedule.

In this issue, you'll also find:

- **How We Did** – A look at *Preston Park Surgery's* performance in the 2025 GP Patient Survey
- **Meet the Team** – Spend a day with our *Administration Team Leader* and discover the inner workings of the surgery
- **Health Tech Spotlight** – The benefits of using the *NHS App* for managing your healthcare
- **Summer Essentials** – Tips on *Staying Safe in the Sun* and everything you need to know about *holiday vaccinations*

Stay well, enjoy the sunshine, and thank you for being part of the Preston Park Surgery community.

*Warm wishes from the Preston Park Surgery Team*

### Team Update: Welcoming New Members We're Growing — and So Is Our Team!

As our patient population continues to grow, we're making sure we keep up so that you continue to get the best possible care and service.

To help us do that, we've recently welcomed some fantastic new faces to the team:

- **Faye Griffiths** joined us in May as a **Practice Nurse**
- **Sarah Miles** is our new **Phlebotomist**
- **Freya Dickson** and **Saskia Beattie** have joined the **Reception/Admin team**
- And we're really pleased to welcome **Dr Sarah Matthews** to our **GP team**

We're committed to providing great care and a friendly, efficient service — and we're excited to have more brilliant people on board to help us **do just that**.

### Here is how Preston Park Surgery has been supporting patients From 1st April till 18th July:

- ⇒ **5110** appointments booked
- ⇒ **348** New Registrations
- ⇒ **1050** Referrals processed
- ⇒ **24,402** telephone calls received
- ⇒ **5,407** prescriptions processed



# GP Patient Survey Results 2025

The GP Patient Survey assesses patients' experience of healthcare services provided by GP practices, including experience of access, making appointments and the quality of care received from Healthcare Professionals

## The Results

The 2025 GP Patient Survey results for Preston Park Surgery show strong performance across most key areas compared to the NHS England national average:

- ♦ **Overall experience:** **90%** of patients rated the overall experience as good, well above the national average of 75%.
- ♦ **Reception and admin team:** Helpfulness scored **94%**, significantly higher than the national 83%.
- ♦ **Phone access** remains a challenge, with **58%** finding it easy to contact the practice—slightly above the national 53%, but still an area for improvement.
- ♦ **Website access** scored **66%**, outperforming the national average of 51%.
- ♦ **Confidence and trust in healthcare professionals** is extremely high at **98%**, versus 93% nationally.
- ♦ **Meeting patient needs:** **97%** felt their needs were met, compared to 90% nationally.
- ♦ **Care and concern from healthcare professionals** received a strong **96%** rating, above the 86% national benchmark.

The above summary is a snapshot of the results, a detailed breakdown of results is available on our website.

**Overall, Preston Park Surgery is performing exceptionally well in patient satisfaction and care, with room for improvement in telephone access.**

**We're listening and committed to making things even better. Thank you for helping us improve.**



*90% of patients said their overall experience of Preston Park Surgery was **GOOD** compared to 80% achieved last year.*



# Meet the Preston Park Surgery Team:

## “A Day in the Life of an Administration Team Leader”: Meet Sophie

Behind the quiet hum of an efficient GP surgery is someone calmly managing the chaos — and that someone is Sophie. If the admin team office is the engine room of the surgery, Sophie is the chief engineer. As the Administration Team Leader, she isn't just doing paperwork, she's orchestrating it, coordinating hundreds of incoming documents, steering the admin team through the daily storm, and somehow still managing to stay calm. Every week, over **1,100 letters and emails** land at the practice. Hospital updates, discharge summaries, consultant letters, medication changes — and that's before you count internal messages, patient queries, and urgent tasks from the GPs. Sophie makes sure none of it falls through the cracks.

### Every Friday – The Master Plan

One of Sophie's biggest responsibilities is **allocating the following week's workload every Friday**.

She spends part of each Friday reviewing the overall volume of admin, looking at clinic forecasts, checking staff availability (annual leave, part-time patterns, training), and planning out the coming week.

She then shares a detailed rota with the Practice Manager that includes: **Who's handling which type of correspondence, manages back-up cover in case of sick leave and a reminder of any ongoing priorities**

“It helps the team start Monday with clarity as it avoids that Monday-morning chaos we all secretly dread and it helps that I've got a brilliant team” say Sophie. “I might coordinate it all, but it runs smoothly because they're so committed and switched on. We really work as one”

### 8:15 AM – Calm at the Helm

With the inbox already groaning Sophie logs in early, headset on, grabs a can of Diet Coke and braces herself to tackle the day. “I like to see what's landed overnight,” she says. By 8:30, there's already a healthy stack of admin waiting. Sophie reviews what's come in and mentally triages the lot. She's not panicking. She's planning and the team know what they're doing.

### 10:30 AM – Coding, Chasing, Calming

Sophie spends the mid-morning spot-checking the team's progress, dealing with the more complex queries (like letters with three consultants and no clear action), and chasing the odd wayward document.

### 1:00 PM – Lunch and a Laugh

Lunch is usually at her desk, though she tries to get up and stretch. There's always time for a bit of admin-team banter. Today's debate: Are custard creams better than bourbons?. Spoiler alert Sophie's a Jaffa Cake loyalist. Back at her desk, Sophie tackles scanning and coding. Letters from hospitals need filing into records and coded correctly so the clinicians can pick them up. One letter has arrived for a patient who doesn't exist on the system. Another refers to a deceased patient. “Some days are admin. Some days are detective work.”

### 2:00 PM – Audits, Systems, and Structure

Afternoons at the surgery aren't any quieter — in fact, the pace rarely drops. The afternoon workload mirrors the morning's, with just as many documents, emails, and queries flowing in. The only difference is that everyone's slightly more caffeinated and a touch more tired.

The team continues processing letters, referrals, and results, and Sophie remains on hand — coordinating, supporting, and smoothing out bottlenecks.

Despite the pace, Sophie keeps things steady.

“Fast-paced doesn't mean frantic,” she says. “As long as everyone knows their role, stays supported, and communicates, we get through it.”

### 6:00 PM – Day Done

By the end of the day, Sophie's team knows what's been achieved, what's left to do, and what's coming up. Her leadership is low-drama, high-impact — and quietly indispensable.

“I don't need a spotlight,” she says. “I just want the work to flow, the team to feel supported, and the GPs to have what they need. That's job satisfaction.”

**While Sophie may not wear scrubs, make no mistake: she is absolutely on the front line of keeping the NHS afloat.**

# Changes to the Childhood Immunisation Schedule from July 2025

The changes to the routine childhood immunisation schedule are designed to provide even better protection for babies and young children across the UK. These updates are based on the latest medical advice and will come into effect in phases, starting from **July 2025**, with further adjustments from **January 2026**.

Our priority is always to ensure your child receives the best possible protection against preventable diseases. We understand that changes to schedules can sometimes lead to questions, and we're here to help.

## What's Changed from 1st July 2025?

Here's a summary of the key modifications to the vaccination programme:

### Meningitis B (Men B) Vaccine:

**Old Schedule:** Given at 8 weeks and 16 weeks

**New Schedule:** Now given at 8 weeks and 12 weeks. This change aims to protect babies earlier, when they are most vulnerable to this serious infection.

### Pneumococcal (PCV13) Vaccine:

**Old Schedule:** Given at 12 weeks

**New Schedule:** Now given at 16 weeks. This adjustment helps to reduce the number of injections administered at the 12 week appointment, making it more comfortable for the baby.

### Hib/MenC Vaccine:

This vaccine will be phased out for children born after 1st July 2024 due to the reduced need for it within the updated schedule.

### Hepatitis B (selective group only):

For babies identified as being at risk of Hepatitis B, the final dose will now be included in the new 18 month appointment, rather than requiring a separate booster at 12 months.

### Introducing a New 18-Month Appointment (from January 2026):

For babies born after 1st July 2024, a significant new appointment will be introduced at **18 months of age**. This appointment will include:

- A **booster vaccine (hexavalent)** to provide continued protection.
- The **second dose of the MMR (Measles, Mumps, and Rubella) vaccine**, if not already given at the 3 year 4-month appointment.

## What Stays the Same?

- **8-week appointment:** There are no changes to the vaccines given at the 8-week appointment.
- **3 year 4-month appointment:** This appointment will still include the dTaP/IPV (diphtheria, tetanus, acellular pertussis, and inactivated polio) vaccine and the second MMR dose, if it hasn't been administered at the 18-month appointment.

## Why are These Changes Being Made?

These updates to the childhood immunisation schedule are being implemented to:

- **Protect babies earlier** when they are most at risk from certain diseases.
- **Simplify the overall vaccine schedule**, making it easier to follow.
- **Reduce the number of injections** given at individual visits, improving the experience for young children and their parents.

## Where Can You Find More Information?

We understand you may have questions about these changes. Our team is available to discuss the updated schedule with you and address any concerns you may have.

For comprehensive information on all childhood immunisations and the updated schedule, please visit the official NHS vaccinations website:

NHS Vaccinations: [nhs.uk/conditions/vaccinations/](https://nhs.uk/conditions/vaccinations/)

# NHS vaccination schedule

## NHS vaccinations and when to have them

It's important that vaccines are given on time for the best protection, but if you or your child missed a vaccine, contact us to catch up.

### Vaccines for babies under 1 year old

Age	Vaccines
8 weeks	6-in-1 vaccine Rotavirus vaccine MenB vaccine
12 weeks	6-in-1 vaccine (2nd dose) MenB vaccine (2nd dose) Rotavirus vaccine (2nd dose)
16 weeks	6-in-1 vaccine (3rd dose) Pneumococcal vaccine

### Vaccines for children aged 1 to 15

Age	Vaccines
1 year	MMR vaccine Pneumococcal vaccine (2nd dose) MenB vaccine (3rd dose) Hib/MenC vaccine (for children born on or before 30 June 2024)
1 year and 6 months (18 months)	6-in-1 vaccine (4th dose for children born on or after 1 July 2024) MMR vaccine (2nd dose for children born on or after 1 July 2024)
2 to 15 years	Children's flu vaccine (every year until children finish Year 11 of secondary school)
3 years and 4 months	MMR vaccine (2nd dose for children born on or before 30 June 2024) 4-in-1 pre-school booster vaccine
12 to 13 years	HPV vaccine
14 years	Td/IPV vaccine (3-in-1 tennage booster) MenACWY vaccine

### Vaccines for adults

Age	Vaccines
65 years	Flu vaccine (given every year after turning 65) Pneumococcal vaccine Shingles vaccine (if you turned 65 on or after 1 September 2023)
70 to 79 years	Shingles vaccine
75 to 79 years	RSV vaccine

### Vaccines for pregnant women

When it's offered	Vaccines
During flu season	Flu vaccine in pregnancy
Around 20 weeks pregnant	Whooping cough (pertussis) vaccine
From 28 weeks pregnant	RSV vaccine

# The NHS App: Your Health, In Your Hands

The NHS App is a simple, secure way to access a range of NHS services on your smartphone, tablet or computer, anytime, anywhere.

## Key Benefits of the NHS App

- 1. View Your health Records**
  - See your GP health record, including allergies, test results and current medications.
  - Helps you stay informed about your health and treatment
- 2. Order Repeat Prescriptions**
  - Request your regular medications without having to call or visit the surgery.
  - Track the progress of your request and choose your preferred pharmacy
- 3. Get trusted health Information and advice**
- 4. Register Organ Donation Preferences**
  - Record or update your organ donation decision easily within the App
- 5. Check and Manage Your NHS Number**
  - Quickly find and use your NHS number when needed for forms or referrals.
- 6. Book and Manage Appointments**
  - Book or cancel appointments directly through the App (if the practice offers online booking)
- 7. Secure and Private**
  - Your data is protected with strong security and identity verification
  - Only you and authorised professionals can see your information

### Getting started is Easy

- a) Download the NHS App from the Apple Store or Google Play
- b) Set up your account with Photo ID (e.g. passport or driving licence) and a selfie for verification





# Holiday Vaccinations

As summer arrives you may be thinking of holidays to exotic places, so please check to see if you need vaccinations before you travel.

This nurse led clinic is run by our practice nurse who has undertaken additional training in immunisations and vaccinations. Advice is available if you are unsure about what travel vaccinations are needed for a particular country so please ask reception for appointment times or to speak with the nurse who undertakes the travel clinic. The practice nurse can also advise whether your existing UK jabs are up to date.

Traveling abroad always has some risks to your health but ensuring you have the correct vaccinations and you take certain precautions to minimize your exposure to most major health hazards. Please remember that each member of your family will need separate appointments if you are planning to come together.

For more information you can go to:

**[www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)**

Please make your travel vaccination appointment at least 3 to 4 weeks before you are due to travel. Also please could you mention where you will be traveling to so we can let the nurse know prior to your arrival

**Most Importantly..... Enjoy your Holiday!**

## **Free Travel Vaccinations**

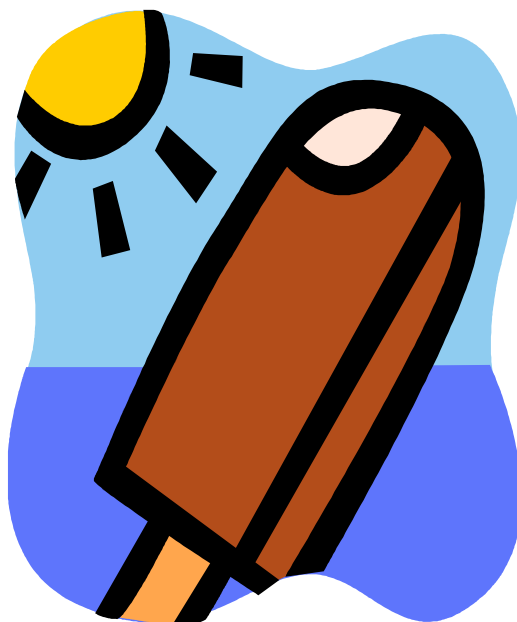
The following travel vaccinations are usually available free on the NHS:

- Diphtheria, polio and tetanus
- Typhoid
- Hepatitis A
- Cholera

## **Private Travel Vaccinations**

You're likely to pay for travel vaccinations against:

- Hepatitis B
- Japanese Encephalitis
- Meningococcal Meningitis
- Rabies



# Keeping Healthy

## How to stay safe in the sun



### **Sunscreens**

Choose a sunscreen with an SPF level of 30+ which has both UVA and UVB coverage. If you are swimming choose a water-resistant sunscreen and reapply this frequently. Apply generously, the amount should be about the size of a golf ball and should be applied at least half an hour before you go out.

### **Cover up**

Wear light coloured, loose fitting clothing. Wear a hat with a brim all round. Baseball caps leave the ears exposed so they are not the best choice for sun protection. A hat will also protect your eyes from the glare. Wear sunglasses.

### **Stay Hydrated**

Water is the best choice for keeping hydrated on warm and hot days (and on cold days too!!). Avoid sugar and alcohol as these can dehydrate you. Drink water even if you are not thirsty. It is best to sip water throughout the day to avoid thirst altogether.

#### **Staying out of the sun**

The sun is at its strongest around the middle of the day. Make the most of the shade. Finding a spot in the shade is more effective than sunscreen. Schedule outdoor activities to avoid the hours when the sun is at its strongest. When walking babies and children outdoors, choose the coolest parts of the day. Use a sun canopy over a pushchair and ensure children are adequately covered with clothing, hats, sunglasses and sunscreen when out in the heat of the day.

### **Know the signs and symptoms of heat exhaustion and heat-stroke**

If you experience any of the following symptoms, get out of the sun (preferably somewhere cool) and drink plenty of fluids.

Skin that is hot to the touch	Excessive sweating
Dizziness or disorientation	Fatigue
Nausea or vomiting	Rapid heartbeat
Dark and or infrequent urination	

***If symptoms do not improve, seek medical attention***

## **Walking is the perfect activity for health!!**

Did you know? Walking can.....

- Make you feel good, Help you manage your weight & Give you more energy
- Help you sleep better
- Help you reduce stress
- Keep your heart 'strong' & reduce blood pressure

