

# Enderby Medical Centre

Newsletter

Issue: 1 | July 2025

## Welcome



Welcome to the first Enderby Medical Centre Patient Newsletter. We will aim to publish these bi-monthly. Your feedback on this news letter is welcomed. Use the QR code to provide your feedback or any ideas or content you wish to see in future editions. Alternatively contact the practice to provide your feedback.

## Feedback

Firstly, we would like to thank our patients for some of the wonderful feedback we have received recently. As a practice we are constantly looking at ways to improve and make our patients experience as smooth and stress free as possible. It is always appreciated to hear when patients feel we are doing well. Below are the test results from the Friends and Family Test.

### 2023—24 Friends and Family Test outcomes against 2024—2025 totals

#### Year End Apr 23– Mar 24

FFT % Respondent had a positive experience of our service:	92.9%
Total number of responses for the 12 month period:	2279
Total number of 'Positive Responses' for the 12 month period:	2119
Total number of 'Neutral Responses' for the 12 month period:	83
Total number of 'Negative Response' for the 12 month period:	73

#### Year End Apr 24– Mar 25

FFT % (Respondent had a positive experience of our service:	92%	↓
Total number of responses for the 12 month period:	1677	↓
Total number of 'Positive Responses' for the 12 month period:	1544	↓
Total number of 'Neutral Responses' for the 12 month period:	69	↓
Total number of 'Negative Response' for the 12 month period:	62	↓

These figures are really encouraging and its great to see that 92% of our patients last year had a positive experience of our service. We value all feedback whether it is positive or negative and use it to improve the overall service provided by the practice.



Its extremely helpful to hear from as many patients as possible as this feedback helps us to improve what we do and makes sure we provide a good patient experience to all of our patients. Scan the QR code to give your feedback.

## We're working hard to keep you well

The below shows some figures for the first quarter of 2025 / 26 (April, May and June) that may interest you.

- 9,271—Attended appointments
- 432—Did not attend appointments
- 3,429 Prescriptions issued
- 3,264—Patient contacts via Rapid Health
- 77—New patient registrations
- 7,164—Total patients registered at Enderby Medical Centre



Thank you to everyone who attended their appointment. If you are unable to attend please ensure you let the practice know.

### Practice Protected Learning Time (PLT), or staff training : Practice Closure Dates and Times for the next quarter.

Day	Date	Time
Thursday	3rd July 2025	1pm—6.30pm
Wednesday	10th September 2025	1pm—6.30pm



Our online appointment / triage system has now been live for 3 months. We recently sent out a feedback questionnaire to patients and want to thank those who took the time to complete it. All the feedback received whether positive or negative was valuable. As with all new systems we review these and are aware we need to make a few tweaks, which we are currently working on.

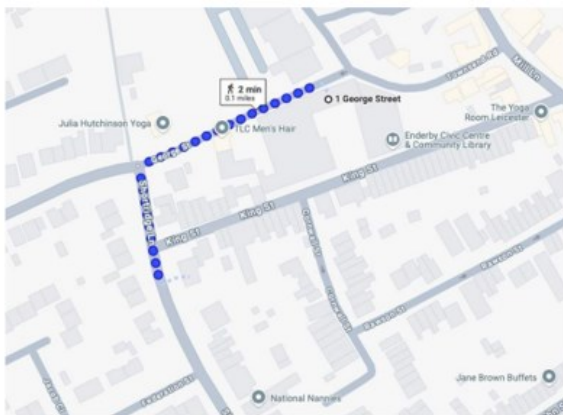
We are still reading all the feedback received and we wanted to respond to some of the comments that have come through.

We noted a few comments regarding older patients, those with neurodiverse conditions and those without internet access who may struggle to use the system. We are mindful of this, and want to assure those patients that they are able to ring the surgery and speak to the Patient Services Team who will go through the questionnaire on their behalf.

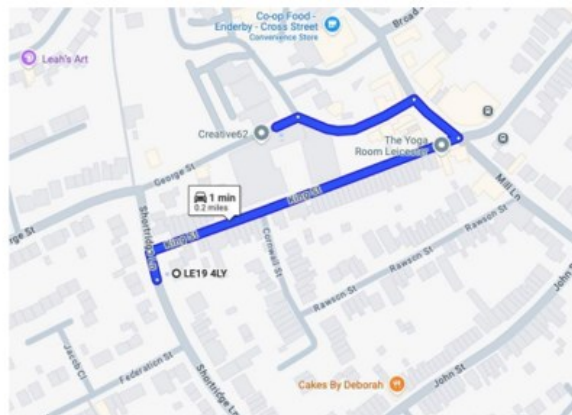
## New Premises

We are excited to share with you the proposed designs for the new Enderby Medical Centre. These are also available on our Facebook page, website and in the waiting room.

We welcome any feedback and would be grateful if you could send this to the following email address: [enquiries@onemedicalproperty.co.uk](mailto:enquiries@onemedicalproperty.co.uk)



Walking Route: 2 minutes (0.1 miles)



Driving Route: 1 minute (0.2 miles)



## Changes to the Cervical Screening Recalls

The UK National Screening Committee advises the NHS about the different screening programmes, including the cervical screening programme.

They recommend that all people with a cervix aged 25 to 64 are invited for cervical screening every 5 years. This has changed from 3 to 5 years because the test used in cervical screening has changed. HPV primary screening is more accurate than the previous smear test. It is better at picking up who is at a higher risk of developing cervical cancer. This means the intervals for those not at high risk can be safely extended from 3 to 5 years.



## Think Pharmacy First

Patients can now see a pharmacist first for a number of medical conditions and do not need a GP appointment. The Pharmacists are trained to give advice and treatment for the below conditions. If they are unable to help they will refer you to a GP or another health professional.

Conditions they can offer prescription medicine for:

Impetigo (aged 1 year and over)	Infected insect bites (aged 1 year and over)	Earache (aged 1 to 17 years)	Sore throat (aged 5 years and over)	Sinusitis (aged 12 years and over)	UTIs (women aged 16 to 64 years)	Shingles (aged 18 years and over)
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If you are not within the age ranges stated above, a pharmacist can still offer advice and support decisions about self care treatment with over the counter medicines, but you may need to see a GP for treatment.

The Pharmacist will also update your GP medical record, but your information will not be shared with anyone else.

## Are you a carer?

If you are, please visit our practice website, [www.enderbymedicalcentre.co.uk/services/carers](http://www.enderbymedicalcentre.co.uk/services/carers) to see our dedicated carers page. You can also contact the practice and request our carers pack from our Carers Champion, Karen Blowers.

There is a wealth of information on <https://www.nhs.uk/social-care-and-support/> about carers and caring.

For advice and information on helping the person you look after get the benefits that they are entitled to:

- **Managing someone's legal affairs** – Advice for when carers find they have to take over the legal affairs of the person they are looking after
- **Other benefits** – Advice for carers and the people they are looking after on claiming a whole host of other benefits unrelated to their disability or caring
- **Tax credits** – Information on claiming tax credits and whether you might be eligible

## Beat the Heat. Staying safe in the hot weather



We have been experiencing some really hot weather lately. See the below recommendations to staying safe in the hot weather

### Plan ahead



Check the weather forecast and the news



Plan ahead to avoid the heat



Schedule activities to cooler times of the day

### Keep yourself cool



Drink plenty of fluids and avoid excess alcohol



Wear sunscreen, a hat, and sunglasses



Cool your skin with water and slow down

### Find somewhere cool



Close blinds and curtains during the day



Go indoors or outdoors, whichever feels cooler



Avoid closed spaces like stationary cars

### Be safe



Be on the lookout for signs of heat related illness



Look after yourself and check in with others



Stay safe when swimming



Get help. Call NHS 111 or in an emergency 999

For more information go to: [gov.uk/ukhsa/beat-the-heat](https://gov.uk/ukhsa/beat-the-heat)

## Ways of getting in touch with us....



### Rapid Health—Online triage system.

This can be used for medical or admin queries.



### Website

Our website includes a variety of helpful information to support our patients.



### Telephone

As always our team of Patient Services Advisors are available via the phone throughout the day

Thank you for taking the time to read our Practice Newsletter.  
We hope you have found the information relevant to you.  
If you have any feedback, please use the QR code or contact the surgery.

