

Enderby Medical Centre

Newsletter

Issue: 2 | Sept 2025

Welcome



Welcome to the 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

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 for August 2025

August 2025 Friends and Family Feedback

August 2025

Total number of responses:	274
Percentage of patients who rated Enderby Medical Centre 'Very Good':	73.5%
Percentage of patients who rated Enderby Medical Centre 'Good':	14.5%
Percentage of patients who rated Enderby Medical Centre 'Neither Good nor Poor':	8%
Percentage of patients who rated Enderby Medical Centre 'Poor':	3%
Percentage of patients who rated Enderby Medical Centre 'Very Poor:	1%

These figures are really encouraging and its great to see that 88% of our patients last month 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.

Flu & Covid Vaccinations



We're getting ready to launch our **seasonal vaccination** clinics to help protect you and your loved ones from flu and COVID this autumn. If you're eligible, you'll receive an invitation via text message (SMS) with all the details you need.

Our clinics will begin on **Thursday, 2nd October 2025**, and will be held at the practice. To make sure you don't miss out, please book your appointment as soon as you receive your invite. Booking early helps us keep things running smoothly and ensures you get the protection you need before winter sets in.

If you have any questions or need help with booking, feel free to contact the practice directly—we're here to help!

Practice Statistics for August

124



Total **appointments not attended**. This equates to 32.5 hours of clinician time wasted.

1545



Total **Face to Face** appointments with a GP / Physician Associate / Advanced Nurse Practitioner / Acute Care Practitioner in August

572



Total **Telephone** appointments with a GP / Physician Associate / Advanced Nurse Practitioner / Acute Care Practitioner in August

805



Total **Nurse and Health Care Assistant appointments** in August

3641



Total number of **calls received** into the practice.

3min



8sec

Average **Queue Time**

2309



Total **prescriptions issued**

39



New Patient Registrations in August

Practice Protected Learning Time (PLT), or staff training : Practice Closure Dates and Times.

Day	Date	Time
Wednesday	10th September 2025	1pm—6.30pm
Wednesday	8th October 2025	1pm—6.30pm



We would like to thank all our patients who took the time to share their thoughts on our new online booking system. Your feedback—both positive and constructive—is greatly appreciated and helps us improve the service we provide.

We'd like to address a few of the key points raised:

- 1. Choosing a Clinician**— Many patients expressed a desire to choose which clinician they see.
 - You can now select from a list of clinicians best suited to your needs, based on the information you provide in the online questionnaire.
- 2. Adding More Information**—Some patients requested the ability to include additional details in their requests.
 - Patients aged 18 and over can now add free-text notes to their medical requests, allowing you to share more relevant information.
- 3. Support for Patients Without Online Access / or Who Are Unable to Complete the Form Themselves Due to Health Conditions etc.**—Concerns were raised about patients who don't have access to a computer or smartphone, or who were unable to complete the form themselves due to health conditions.
 - If you're unable to use the online system, you can call the surgery. Our team will complete the questionnaire with you over the phone.
- 4. Same-Day Appointments**— Some patients noted that same-day appointments seem less available.
 - Previously, many same-day slots were used for non-urgent issues. The new system helps us triage requests based on clinical need. This means appointments are now allocated more appropriately—urgent cases are prioritised, while less urgent ones may be scheduled for a later date. We understand this may be frustrating, but it ensures those who need care most urgently are seen sooner.
- 5. Requesting Medications or Sick Notes**— Some patients mentioned difficulty in ordering medications or requesting sick notes through Rapid Health.
 - Rapid Health includes three main sections: Medical Requests, Questions and Admin Requests, and Self-Help Information.
 - Within the Questions and Admin Requests section, you can:
 - Ask a question
 - Request a doctor's letter or report
 - Request an update on a referral
 - Request a sick note
 - Request test results
 - Request a prescription
 - Update your personal details

We welcome any feedback you have regarding the new appointment booking system.

Cancer Screening Services

Breast



Breast cancer is the most common cancer affecting women in England. The good news is that regular breast screening can help find signs of cancer early—often before you can feel or see anything yourself. In fact, screening helps save around 1,300 lives every year in the UK.

If you're registered with a GP as female and aged between 50 and 70, you'll be invited for a breast screening every 3 years. You'll get a letter in the post when it's time to book your appointment.

The Breast Screening Service has let us know they'll be visiting our area towards the end of this year. If you get an invitation, please make sure to attend your appointment—it could give you peace of mind, or even save your life.

You can search 'NHS breast screening' online to learn more.

If you're 71 or older, you won't automatically get invited—but you can still have screening every 3 years. To arrange this, contact your local breast screening unit or ask your GP surgery for help.

Bowel



NHS

The bowel cancer screening kit can save your life

Just a tiny sample detects signs of cancer before you notice anything wrong.

If you're sent a kit, put it by the loo. Don't put it off.
nhs.uk/bowel-screening

Screening
saves
lives

Help us
help you

The NHS is encouraging all patients who have been sent an NHS bowel cancer screening kit to complete the test.

Did you know that the bowel cancer screening kit could save your life? Detecting bowel cancer at the earliest stage makes you up to 9 times more likely to be successfully treated.

So, the NHS is asking everyone who it is sent the test to remember to complete it. The free test detects signs of cancer before you notice anything wrong, the kit can be completed in the privacy of your own bathroom, a few simple steps and a tiny sample is all it takes.

If you're sent a bowel cancer screening kit... Put it by the loo. Don't put it off. Your next poo could save your life. For more information visit nhs.uk/bowel-screening

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.

