

Newbury Group Practice NEWSLETTER

April 2025



What our practice done in March

The number of face-to-face consultations: **4,569**

The number of telephone consultations: **3,289**

The number of home visits: **91**

The number of physio appointments: **249**

The number of cervical smears the practice nurse done: **54**

Well done to the receptionists who have managed to cut waiting times on the phone to a record-breaking time. October 2023 the average wait time was 8.47 minutes, compared to March 2025 which is 1.17 minute. This has been achievable by patients using the website for the Klinik link and using the NHS App to review test results and track their medications.



Invites for vital annual reviews will be sent out in due course. Please check your emails and text messages for these invites and book via the links provided within the message. Or if you know you are due a check, please call reception.



When you come for your appointment, please remember to bring what is required for the appointment:

Diabetic review: Urine sample in the ACR bottle.

Asthma review: Your asthma pumps and complete asthma control questionnaire.

COPD review: Your asthma pumps and complete COPD control questionnaire.

Hypertension review: Home blood pressure readings.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

If you no longer need your appointment, it is vital that you cancel it. This appointment will help someone else. The total of missed appointments last month equvalate to a whole clinic worth of appointments and cost the NHS

£14,900

Easter Egg Collection

We are helping the local charity S.M.I.L.E to provide Easter treats for thousands of children living in poverty in London and Essex. We would love your support to help us get as many Easter eggs as possible to local children. Please drop your Easter eggs to the practice before the 3rd April so we can give these to the charity to share out. Thank you for your generosity.



- Order repeat prescriptions
- Use NHS 111 online
- Find NHS services
- View your GP health record
- Book appointments
- Get reminders and messages

And much more...

Need help?
Get support in the app or visit
nhs.uk/helpmeapp



As of 2nd June 2025, we will no longer be accepting paper requests for repeat prescriptions (unless it has been pre-agreed by the surgery). You must download the NHS App, then you can easily request at the touch of a button.



Friends & Family

Feedback.

Please use the QR code to give us your feedback on your recent visit.

Please leave us feedback after your appointments. We appreciate all feedback. You can look at the feedback we receive on our website under **Surgery Information – Patient Feedback**

Calendar of national campaigns

