

# Newbury Group Practice NEWSLETTER

August 2024

## What our practice done in July

The number of face-to-face consultations: **5154**

The number of telephone consultations: **3020**

The number of home visits: **195**

The number of physio appointments: **250**

The number of cervical smears the practice nurse done: **65**

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

**£15,600**



Your NHS, your way 😊

We have NHS App support ambassadors coming to the practice on 2 dates listed below to help our patients download and access their medical records on your phone. Please attend the surgery on your preferred date to have support with the app.

**20<sup>th</sup> August 2024**

**10am - 12pm**

**24<sup>th</sup> September 2024**

**10am - 12pm**

## The benefits of the NHS App

The **free** NHS App gives you a **simple** and **secure** way to access a range of NHS services. Please see below just a few of the convenient services you will benefit from:

- Order repeat prescriptions
- Book & manage appointments
- View your GP health record
- View & manage your hospital and other healthcare appointments
- View useful links your doctor or health professional has shared with you
- Access health services on behalf of someone you care for
- And lots more



## Patient Feedback

Thank you for your current feedback, it has been shared back to our staff who are very grateful for the kind words.

"The doctor I saw was very attentive and explained my condition"

"I was seen and treated with care."

"I felt listened to and treated with consideration."

"I didn't feel judged but properly listened. Clinician didn't rush me but asked all the questions to give the best advice."

"A very thorough and experienced practitioner who was very willing to listen to my concerns. She did not rush me and was empathetic."

"The GP I saw was outstanding and extremely professional and caring. A perfect example of an amazing professional."

"The nursing staff were extremely warm & welcoming & very understanding & helpful."

"I have been treated extremely well and am well satisfied with the all the care I have received - thank you so much."

"Friendly and supportive environment."

## Nail Cutting Clinic



Many older people find it hard to cut their own toenails. For a fee, clients will be able to have their toenails trimmed at our Ilford Age UK Office.

Unfortunately, due to the specialist care required, we will be unable to treat clients if:

- On steroid medication
- Have haemophilia
- Diabetic
- Take blood thinning medication such as warfarin

For more information, please visit [www.ageuk.org.uk/redbridgebarkingharing/](http://www.ageuk.org.uk/redbridgebarkingharing/) or call 0208 220 6000



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Age UK have dedicated, trained staff making a positive difference to the lives of hundreds of older people and their carers each week. Helping with falls prevention, dementia advice & support, advice and information on benefits and housing options, care navigation and more. Please contact 0208 220 6000 or email [admin@ageukrbh.org](mailto:admin@ageukrbh.org)