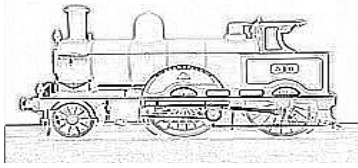


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Welcome to the 17th Issue of our Newsletter; we hope you will find it informative. If you have any comments or suggestions on what we should include in the future releases, please let us know via the feedback form on our website at www.oldstationsurgery.co.uk or via reception team at any of our 3 sites

Content:

1. **NHSE upcoming campaigns**
2. **Friends and Family Tests results**
3. **Call back facility survey results**
4. **Getting to know us- staff update.**

Surgery Closures

All of our surgeries will be **closed from 12.30pm** on **Wednesday 14th May, 11th June and 9th July** for staff training.

We will re-open following day at usual time of 8.00am.

Please ensure you have ordered and collected any necessary prescriptions before closure, remembering to allow at least 48 hours from the time of your request.

PPG Meeting Date:

Next PPG Meeting will be held on **Tuesday 20th May at 18.00** at Old Station surgery.

All Welcome!!!

NHS Upcoming Health and Wellbeing campaigns

Mental Health Awareness Week happens every year, and it's the biggest opportunity for the whole of the UK to come together to focus on getting good mental health. The week aims to tackle stigma and help people understand and prioritise their and others' mental health. It is run by Mental Health Foundation and this year the focus is on community. To find out more how to get involved or get support, please visit www.mentalhealth.org.uk



Alternatively, if you struggle and require support you can visit our Self-Help section on our website, www.oldstationsurgery.co.uk for more information.

Skin Cancer awareness month is an awareness campaign that takes place annually each May. The campaign aims to raise awareness of the dangers of unprotected sun exposure and educate the public about the ways to help prevent skin cancer.

UV exposure from the sun is one of the main causes of skin cancer and also one of the most preventable. This campaign hopes to reduce instances of skin cancer and increase the likelihood of early detection through education.

During the month, people who have been affected by skin cancer are encouraged to get involved by sharing their stories on all forms of social media using the hashtag #MySkinCancerJourney, and everyone is invited to share information about sun safety, skin cancer prevention and early detection with friends and family. Special awareness classes will also be available in many schools, and there will be an increase in stories around this theme in the media.

A range of fundraising events takes place throughout the month with proceeds going to fund education and research into new treatments. Participants can join in with activities such as cycles, treks and races for this good cause.

For more information on Melanoma please visit Melanoma Uk.org website-- <https://www.melanomauk.org.uk/melanoma-and-skin-cancer-awareness-month>

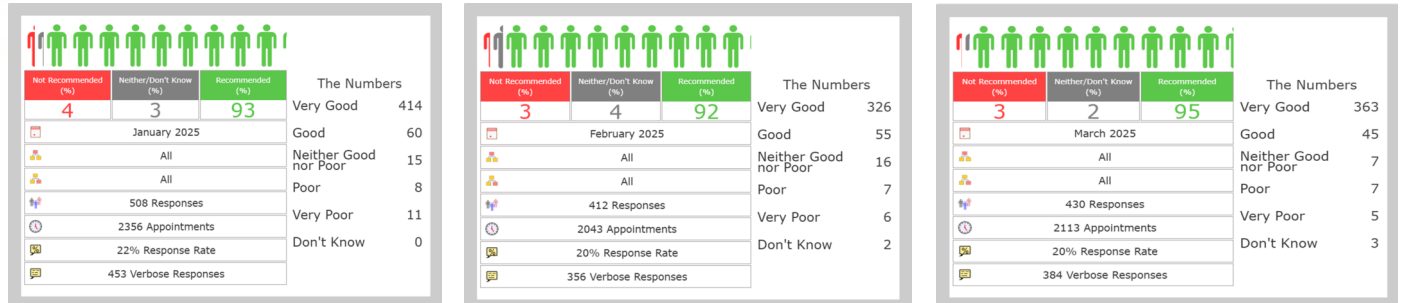
Please visit NHS UK to find out more about this condition <https://www.nhs.uk/conditions/melanoma-skin-cancer/>



Your Feedback- Friends and Family Test

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how.

The FFT asks patients if they would recommend the services they have used and offers a range of responses which are collated and publicised within our practice and also shared with NHSE. We are very grateful to all of you who took time to submit your answers and provided us with your feedback. We were pleased to receive all of your responses. The results for Jan-March 2025 are presented in the below graphs



These results can also be viewed on our website at www.oldstationsurgery.co.uk and across all of our 3 sites in the main waiting area.

Telephone survey report

In December 2024 we run a survey to gather our patient 's thoughts and comments about how easy or difficult it is to contact us on telephone and what have been patient's experience of the call back facility, which was introduced back in July 2024. We have sent 9896 text messages and also distributed 100 copies of paper questionnaires across all of 3 sites, and we would like to thank 1551 patients who responded with their feedback. As a practice we always aim to improve our services and your comments are always very helpful.

Out of 1551 responders, 39% found it either very easy or easy to contact us o the phone, with 24% finding it fairly difficult and further 18% finding it very difficult. 14% responded that it was neither easy or difficult with 5 % informing us that they have not tired recently to contact us by phone.

With regards to call back facility 42% found it either very good or good with 13% finding it fair or poor. \$5 % of responders have not use this facility as at December 2024. Interestingly majority of responders who were happy with access via phone were also happy with the call back facility as 62% of those who said it was easy or fairly easy to get through to us on the phone , have found the call back facility good. In comparison, with hose who had a negative experience of getting through to us on the phone, 43% have not tried the call back facility- therefore not benefitting from our system full capability.

Once again we would like to thank those who responded for their feedback as there has been a lot of great suggestions coming through, and please keep your eyes open to new improvements coming in soon!!!

Getting to know us- Staff Update.

We have welcomed new members to our clinical team.

Dr Priyesh Chauhan has joined our team back at the end of January.



Sadly, after several years at the practice we have bid farewell to Dr Eno Oluwole, who has retired from the practice at the end of March. We would like to thank her for her commitment and contribution to the team.

For more information on our team, please visit our website www.oldstationsurgery.co.uk