

Netherfield House Surgery

Spring/Summer Newsletter

Welcome to our Practice Newsletter, which we aim to produce every four months.

The Newsletters are available on the Practice website. For those people who are unable, or do not access the website, hard copies will be available in the Practice waiting room.

Friends and Family Test

Each month we are required to submit to NHS England a summary of your responses on how you rate the service we provide. Below is a summary of your responses for the first half of this year

FRIENDS AND FAMILY TEST SUMMARY – Year to date (at June 2025).

		%
Very Good	2401	87.37
Good	254	9.24
Don't know	20	0.01
Neither Good nor Poor	32	0.12
Poor	41	0.15

We would like to reiterate that all responses are anonymised, and the results are fed back to staff each month.

Our thanks to everyone who took the time to complete these surveys, it does make a difference to staff to know they are appreciated. It also provides us with an opportunity to improve, for those who have noted any deficiencies.

2025 GP Survey

The National GP Patient Survey covers all GP Practice services and asks about your last contact, your last appointment and your overall experience. The survey undertaken by NHS England also includes questions about when your GP practice is closed, your health, pharmacy and NHS dentistry services.

96% of respondents of Netherfield described their overall experience of the Practice as good, the National Average rate being **75%**

There are some areas where we do need to improve, e.g choice of location, ease of contact with the Practice using the NHS App, and plans are in place to address this.

All staff continue to work tirelessly on behalf of our patients, and we are pleased that it shows in the results.

FACEBOOK – NETHERFIELD HOUSE SURGERY

We continue to post on our Facebook page, areas of interest, such as Awareness weeks for cancer, health promotion topics, along with Vaccination campaigns from time to time. Please Search and Follow or like us and spread the word!

Facebook is also a useful way of getting messages across regarding any unforeseen or unplanned admin issues the Practice are dealing with, e.g. telephone system failure, IT failures, in addition to planned closures for staff training. So, check it out and stay up to date. Please scan to join the group!



Flu and covid boosters

The Flu season will soon be upon us, and we are starting to send out invitations for the very start of the campaign on 1st October.

The Covid booster campaign will start around the same time, the vaccine will be administered separately from the Flu.

NHS Fit for the Future 10 YEAR PLAN.

Recently, the Labour Government introduced the “NHS Fit for the Future 10 year Plan”.

The Plan aims to provide opportunities to deliver better care for all patients, wherever they live, whatever they earn and better value for tax payers.

The Government intends to make three big shifts as to how the NHS will work in the future, more care in the community, more use of technology and a shift from sickness to prevention.

One of the cornerstones of the Plan, which is intended to improve the health of the population, is referred to as Population Health Management

So, WHAT IS IT? And what are the Practice doing to comply with the Plan?

Population Health Management aims to improve the overall health and wellbeing of a defined population, through focusing on prevention, early intervention and proactive care. It supports the understanding of the health needs of a defined population, identifying individuals at risk, and tailor interventions to improve outcomes and reduce inequalities.

We have been working alongside our Primary Care network colleagues to identify patients in the following areas, led by our GP Dr McHenry;

Tackling Loneliness and social isolation - 16 years and above

Alcohol admissions in under 18's

Alcohol prevention/harm reduction

Smoking in Pregnancy

Health Literacy

Screen time in under 5-year old's – Healthy use of screens

In addition, Seghill already, as a village, have many activities which support health and wellbeing, e.g.

An Apple a day keeps the Doctor away! Netherfield Practice again provided the apples for the Children's Treat at the Seghill Gala. (Sadly, the weather didn't play Ball. Hopefully next year it will, because a lot of hard work goes into it).

Well done to the Blake with their efforts to provide a warm hub over the colder months. This was well received by the Practice patients.

The Institute (Community centre) continue to hold their fortnightly coffee morning on Saturday's to raise funds to provide hampers at Christmas time for older people in the village. The coffee mornings are an opportunity to socialise for all age groups. The Notice Boards both inside and out of the building have a comprehensive programme of activities to suit a wide range of interests.

In addition, for the more physically active, there is the Rugby Club and the Bowls Club, If you are aware of more activities, please let us know.

NHS App

The NHS 10-year plan also intends to make more use of technology, giving patients greater control of their lives and ultimately their health. One of the main changes for patients will be enabling them to access services online. The Plan intends to make the NHS App central to Primary Care.

To quote the Plan, "To make the move 'from bricks to clicks' we will:

- transform the NHS App into a world-leading tool for patient access, empowerment and care planning. By 2028, the app will be a full front door to the entire NHS. Through the app, patients will be able to:
 - get instant advice for non-urgent care, and help finding the most appropriate service first time,
 - choose their preferred provider, whether because it delivers the best outcomes, has the best feedback or is simply closer to home,
 - book directly into tests where clinically appropriate, and hold consultations
 - manage their medicines and book vaccines
 - manage a long-term condition, access and upload health data or get extra care support.
 - manage their children's healthcare, or co-ordinate the care of a loved one or relative.

Obviously, this will take some time to fully implement. However, it is a good idea to try and become familiar with the App as it is at present. The Practice intend to provide some practical training/advice in the very near future.

We will also be encouraging people to access system online too. So watch this space!

Patient participation group

Our Patient Participation group meets every 4 months' and we welcome new members.

The aim of the group is to promote co-operation between the Practice and the patient population, to the benefit of both.

Should you be interested in joining the Group, please contact us via nencicb-nor.netherfieldadmin@nhs.net or call into the Practice and speak with Paul Atkinson (Managing Partner) who will be happy to help you.

MOBILE TELEPHONE NUMBER – It is very important that we have your latest number on your record – Please let reception know of any changes or to inform us of a new number

NEW REGISTRAR

The Practice is delighted to welcome our very first Registrar Doctor in training Dr Amy Blackley under the supervision of Dr Bulbeck from August 6th and will be at the Practice for 6 months. Over time we will continue to train Registrar's each 6 months and hopefully increase this to two Doctors in due course .this will add appointment availability overall to the system.