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Netherfield House Surgery

Winter Newsletter

2025/2026

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 to, or do not access the website, hard copies will be available in the Practice waiting room, please feel free to take a copy home with you.

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 30th November 2025).

		%
Very Good	4116	87.93
Good	421	9.00
Don't know	27	0.58
Neither Good nor Poor	52	1.11
Poor	65	1.38

We would like to reiterate that all responses are anonymous, 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.

Christmas and New Year Services

Clearly all parts of the NHS are extremely busy over the festive season, particularly the Christmas as it will be a four day weekend, so for reference;

Our surgery will be open until 6.30pm Christmas Eve, re-opening 8am Monday 29th December.

On New Years Eve again we are open until 6.30pm, reopening 8am Friday 2nd January.

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 started on 1st October and to date we have vaccinated 1287 patients who are eligible for the vaccine. To date, 366 patients have been vaccinated elsewhere, such as Pharmacies and other providers. Therefore 1653 (59.86%) of our patients have been vaccinated out of a total eligible cohort of 2761.

We have 1587 patients aged over 65, 1181 have received their vaccine. This represents 74.41%, the WHO target being 75%. These are good results regardless of where the vaccine was administered, however, to support your Practice, please have your Flu vaccine's done at the Surgery. We have more than adequate capacity and vaccines. NHS England have already issued warnings that they expect this winter to be particularly challenging for the NHS regarding an earlier than expected surge in flu rates, so it does make sense to ensure you are protected.

The Covid booster campaign started at the same time with 800 patients eligible for vaccination. To date we have vaccinated 600 patients, including 67 patients who are housebound.

FLU is highly prevalent in the local community this year and we have had many cases!

Please ask at reception for a FREE vaccination, and the nurses will do these straight away for you.

Antimicrobial Resistance Awareness.

Thinking about winter flu and other viral illnesses, is a good time to be reminded about antibiotic uses. Antibiotic resistance can happen when bacteria are treated with an antibiotic, and some survive. When bacteria become resistant, the original antibiotic can no longer kill them, which can result in infections that are hard to treat.

Resistance to antibiotics is a growing concern. Help preserve their efficacy for when they're really needed!

- Always take antibiotics as prescribed
- Never miss a dose
- Complete a course in full
- Vaccinate yourself and your family

Keep antibiotics for when they're really needed. **You could save a life, and you could save your own life!**

Primary Care Networks.

The Practice have been working alongside our Primary Care network colleagues to identify patients suffering loneliness and social isolation - 16 years and above, this piece of work was led by **our GP Dr McHenry;**

The survey generated 183 responses, with a number of suggestions for local activities to help alleviate loneliness, including, learning ways to deal with anxiety in social situations., learning new skills, safe places to meet, cookery clubs, gardening groups, choir/music groups.

Anyone interested in more detailed national information/stats on loneliness - these mainly come from the national Community Life Survey (see link below) which is carried out annually. Most recent data from 2023/24. [Community Life Survey 2023/24: Loneliness and support networks - GOV.UK](https://gov.uk/statistics-and-data/collections/community-life-survey-2023-24)

Seghill already, as a village, have many activities which support health and wellbeing, e.g. 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 program 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
 - Learners
 - 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

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 just want to keep the message going at this point, we still haven’t had the funding but is imminent (Paul, we promised this last time, any thoughts on how you intend to provide it?) it would be by text and information leaflet, physical training sessions would be prohibitive for so many but we could add online videos from NHSE as well.**

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

BULIDING WORKS

Recent visitors to the surgery will have noted some internal building/reconfiguration work going on.

This is to enable us to continue to provide an appropriate learning environment to support students and trainees from both Newcastle and Sunderland Universities to experience General Practice, with the ultimate aim of encouraging future General Practitioners and Physician Associates.

Currently we have 2, second year Physician Associates, who are not only accountable to their academic supervisor, they also have close supervision and accountability within the Practice, (Christophe)

In the New Year we will be also supporting a GP Registrar, again with the support mechanisms both from their University and one of our own in-house GPs.

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.

BLAKE ARMS

You may be aware that the Blake re-opens its doors on the 3rd December. All of the Partners and staff wish the new Tenants well with the opening and continued success for the benefit of the local community. **We are delighted to let you now that the new Landlord has very kindly allowed our patients to park there for appointments. Therefore, please now ignore any parking signage.**

Finally, we would like to take this opportunity to wish you all a very healthy and happy Christmas!!

