



Regal Chambers

Patients' Newsletter

Issue 12: September 2022

Hello's and Goodbye's

We are delighted to let you know that three new Salaried GPs have recently joined our team; Dr Emma Wilkinson, Dr Rebecca Parente and Dr Laura McNeilly. We have also welcomed our new Nurse Practitioner, Keeley, as well as new receptionists, Tanya, Tiffini and Lily.

We are sad to be saying goodbye to Landen who has left our clinical admin team to develop his career in IT. We wish him the very best for the future.

Flu & Covid Vaccination Programme 2022

We have started to invite and book patients in for their flu and covid vaccinations. These are being delivered at the surgery. Patients are being sent a link via their mobile phone to book the appointments online. A dedicated flu & covid line has also been set up during the week between the hours of 11.00 a.m. and 12.00 p.m. and 2.00 p.m. and 3.00 p.m. for those who do not have a mobile phone or are unable to access the online booking system.

The practice will provide the vaccinations in the home of housebound patients, however, if you can assist with getting your elderly housebound relative to the practice we would be very grateful. By doing this, it helps reduce the number of visits allowing more time to see patients for ongoing issues in the practice.

Patient Survey Results 2022

Results of the national GP Patient Survey have recently been published. Results can be reviewed via <https://www.gp-patient.co.uk/patientexperiences?practicecode=E82075>

The practice received an overall rating of 88% which was well above the 72% national result. We were delighted to be named as one of the Top 10 surgeries in Hertfordshire.

Complaints and Compliments

We reviewed complaints received from April to July in our recent practice meeting. 21 complaints were received over that period. The majority of these were concerning communication followed by issues with prescriptions. 50% of the complaints did not involve any staff and were process issues which have been reviewed and rectified where possible.

We have received lots of lovely feedback and positive comments from patients during this period too. Our team have been referred to as “superstars” and have been said to have been “supportive, understanding and shown compassion”. “Heartfelt appreciation of everything the surgery does” was reported along with “impeccable treatment from first contact with reception to the clinical care received”. Patients have reported that they like the new phone system (we have had a new telephone provider since 5 July 2022) and like the ring back service to speak to reception.

Patient Access to Future Information

From 1 November 2022, patients with online accounts such as through the NHS App, will be able to read new entries in their health records. This is an NHS initiative to give patients greater access to their health information.

Free Weight Management Service

Please see link on our website to support via Slimming World. There is a QR code to scan to see if you meet eligibility criteria

<https://www.regalchambers.co.uk/wp-content/uploads/2022/07/Tier-2-Weight-Management-Herts-e-poster-9-min.pdf>

Healthy Memory Café

Please see more information on the Healthy Memory Café which is held the last Thursday of every month, 10.00 a.m. to 12.00 p.m. in Letchworth

<https://www.regalchambers.co.uk/wp-content/uploads/2022/01/Healthy-Memory-Cafe.pdf>