

Changes at the surgery

As a result of valuable feedback from our PPG members, we have added some "how-to's" for the NHS App on our NHS App page on our website. We hope that these informative videos will help you navigate the NHS App.

Training closures

Each month we close for half a day of staff training to continue our professional development. We close between 13:30 and 18:30 on these days.

We will update you further once our future closure dates have been agreed.

NHS App Notifications

Did you know that switching on notifications in the NHS App, means we are able to save the NHS money by sending messages to your App rather than by normal text message?

Here's a quick guide in order to turn this feature on:

- Log in to the NHS App.
- Select the Account icon in the top corner.
- Select Settings.
- Select Manage notifications.
- Follow the link to your device settings.

Turning your notifications on or off may take up to 24 hours to take effect.

Patient feedback

Last quarter, we received 807 questionnaires, with over 95% of all replies being a Good or Very Good score.

94% of patients replied that they were happy with the level of access to our services.

When asked why patients rated us with good or very good, some patients shared the following:

"I was seen on time, and had clear help and support."

"The doctor knew exactly what my problem was and it was all discussed and sorted thanks"

We thank everybody for their feedback and as a result of this we have now added an option onto the questionnaire where you can leave your Date of Birth and Appointment type, if you would like a response to any queries you have with the care we have provided.

Since last edition..



8,275

Prescriptions issued



6,261

Appointments completed



366

New Patient Registrations



997

Online Consultations



19,503

Calls answered



Flu Season 2025

Flu vaccinations begin in October, and many patients don't realise that GP surgeries only receive NHS funding for vaccines we deliver ourselves. Please support us by booking your vaccine here.

You don't need to wait for a letter - just contact us in September to book. Protect your health and support your local surgery by booking with us.

Carer's Champion

You probably know Beth from our reception team - she's been a friendly and familiar face at College Way Surgery for quite some time now!



What you might not know is that Beth has taken on a vital new role as our dedicated Carer's Champion.

What does a Carer's Champion do?

Beth supports unpaid carers in our community, acting as a key contact to identify them and ensure their needs are met. She connects carers with local resources, support groups, and benefit information, helping them access both practical and emotional support.

What does this mean for College Way Surgery?

With Beth as our Carer's Champion, we can better support patients who are carers, improving their well-being and enabling us to deliver more compassionate, holistic care. Her role ensures carers are heard and their contributions recognized.

"I'm really passionate about this role because I've seen firsthand how challenging and isolating caring can be. I want to make sure that carers in our practice know they're not alone and that there's support available. Even just knowing someone understands can make a huge difference."

Next time you see Beth at reception, feel free to ask her more about her role as Carer's Champion!

Summer Holiday Prescriptions

Planning a summer getaway? Don't forget to check your medication supplies well in advance of your travel dates. Please order repeat prescriptions with plenty of time to spare, allowing at least a week before you need to collect them. This helps ensure you have all your essential medicines for your trip and avoids any last-minute stress. Wishing you a wonderful and worry-free summer holiday!

Alcohol Awareness Week

9th - 13th July 2025

Alcohol Awareness Week is a chance to reflect on our drinking habits, raise awareness of alcohol related harm, and support healthier choices for individuals and communities.

Pharmacy Technician Team

At College Way Surgery, we're part of a wider Primary Care Network (PCN). This means we work closely with a fantastic team of healthcare professionals, including our dedicated Pharmacy Technicians. You might not see them daily, but their vital work behind the scenes ensures you receive the best and safest care.

Our Pharmacy Technicians are highly skilled professionals who play a crucial role in managing your medications. They work closely with the PCN Pharmacist, an expert in clinical medicines.

Here's a glimpse of their essential work:

- **Medicines Optimisation:** They help ensure you get the most benefit from your medications, reviewing efficiency, safety, and effectiveness.
- **Repeat Prescribing:** They manage the complex process of repeat prescriptions, ensuring accuracy and efficiency, often supporting electronic repeat dispensing (eRD).
- **Medication Reconciliation:** When you leave the hospital, they meticulously compare and update your medication lists to prevent errors.
- **Patient Safety & Audits:** They run checks and conduct audits to identify potential risks with medications, ensuring safety.
- **Reducing Waste:** They play a key role in minimising medicines waste.

In essence, our Pharmacy Technician team provides crucial technical and administrative support, freeing up our PCN Pharmacist and GPs to focus on complex clinical decisions and direct patient care. They are instrumental in ensuring safe, effective, and efficient medicines management across our entire PCN, ultimately leading to better health outcomes for you.