

## College Way Surgery changes

Due to popular demand, we have added a clock to the waiting room screen display. We thank you all for your suggestions. We have significantly shortened the length of the telephone queue message, you should now be able to get to the option you would like quicker.

## Patient feedback

Last quarter, we received 1233 questionnaires, with over **98%** of all replies being a **Good** or **Very Good** score.



**96%** of patients replied that they were happy with the level of access to our services. We have taken this opportunity to review the way in which we send appointment reminders, you will now have more flexibility to cancel appointments earlier if you cannot attend.

## 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.

Please see the dates below for our planned training closures for this quarter.

- 26th March 2025
- 24th April 2025
- 20th May 2025

## Enhance Your Wellbeing with Holly Health

Holly Health is a digital health coach that helps you build simple, sustainable habits for your lifestyle. The app supports mental wellbeing, sleep, exercise, and food choices through personalized, science-backed recommendations.

With small daily actions, Holly Health empowers you to improve without restrictive diets or strenuous routines. Features include habit reminders, tailored exercise content, and 24/7 coaching chats with the friendly Holly bird.

You can read more about the Holly Health app and sign up, on our website by visiting the link below:

<https://collegewaysurgery.nhs.uk/advice/what-support-do-i-need/self-care/holly-health>

## Your Medical Information on the NHS App

We would like to remind patients that some information in your records may have been entered by someone other than your GP. This could include another clinician or a member of the administrative team. If non-clinical staff members have made an entry, it is typically done under the guidance of or in support of a doctor.

Some of these entries may include:

- Calculated risk factors, such as Stroke and Cardiovascular disease (CHA2DS2-VASc score and QRISK score)
- Calculated frailty score
- Cervical screening administration records

We would like to reassure patients that if your doctor has any concerns about your health, they will be in contact with you about this in due course.

## Get U Better App: Your Recovery Companion

The Get U Better app is a free, NHS-approved tool to support recovery from common musculoskeletal (MSK) conditions like back or neck pain. It provides personalised plans, self-care advice, and easy-to-follow exercises, helping you manage your recovery confidently. Accessible on your smartphone, the app tracks progress and reduces the need for GP visits. Convenient, evidence-based, and empowering, it's a simple way to take charge of your health. Use the app at <https://app.getubetter.com/> to start your journey!

## Easter and May Bank Holidays

Please be aware that the surgery will be closed on the following dates:

- Friday 18th April
- Monday 21st April
- Monday 5th May
- Monday 26th May



Have you told us that you served in the UK Armed Forces? It could be relevant to your health and means you'll get the support that's right for you. You can let us know by visiting or calling the surgery.

If you are currently serving, a reservist, a veteran, a family member of regular personnel, reservists or veterans or have been bereaved, live in Somerset and need support, NHS Somerset have recently announced the launch of two Armed Forces hubs.

## In the last quarter we had...



8,598

Prescriptions issued



7,336

Appointments completed



429

New Patient Registrations



982

Online Consultations



19,347

Calls answered

## Pharmacy First: Quick, Convenient Care for Minor Ailments

Pharmacy First is a free NHS service offering fast, expert care for minor illnesses without needing to see your GP. Participating pharmacies can help with conditions like sore throats, colds, skin conditions, and stomach issues.

Pharmacists are highly trained professionals who can provide advice, recommend treatments, and even supply some medications free of charge if you're eligible.

This service is convenient—no appointment is needed, and many pharmacies have extended hours, making it easy to get help when you need it. You may be directed to this service by our reception team when you call.

By using Pharmacy First, you can save time and help reduce pressure on GP surgeries and A&E departments, ensuring faster care for everyone. Next time you have a minor health concern, visit your local pharmacy to see how they can help!