

Arden House Medical Practice Newsletter August 2025

Flu Vaccines - We have ordered flu vaccines for all eligible patients, so please book your flu vaccine at the practice. We will be vaccinating Pregnant women and children aged 2-3 yrs in September and starting to vaccinate patients over 65 years of age and patients under 65 years of age with eligible long-term conditions from October.

Appointments will be available very soon, we will be sending text invites out later this month.



Friends and Family feedback – why do we need it and why your feedback is important to us.

Each time a patient attends an appointment, our clinical system automatically sends a text message requesting feedback, we understand this may be annoying but as part of our NHS contract we must gather and report all patient feedback.

All feedback is anonymous, so we cannot identify who submitted the comments or respond directly.

If a patient wishes to provide feedback that could help us improve our services, we encourage them to contact us with more details. Additional feedback can be submitted through the practice website. (type feedback into the website search bar)

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What do we do with the Friends and Family feedback –

Each month, we **share patient comments** with the practice team to boost staff morale and highlight valuable feedback.

Alternatively, If you would like an active role in helping us to shape our service to patients, you could join our Patient Participation Group (PPG). For more information or to join the practice Patient Participation Group (just type PPG into the website search bar)

We look for **themes and trends** to identify training needs and to make improvements.

Each month, we see comments referring to the **Doctors running late**, which we understand is an inconvenience, but there is very often a reason for this.

We thought it helpful to provide an insight as to why this may happen.

[Why might the doctor be running late -](#)

Complex Cases - Some patients may present with complex medical issues that require more time than initially scheduled. This can lead to delays as the doctor ensures thorough assessment and management.

Emergency Situations - Unexpected emergencies or urgent cases can arise, requiring immediate attention and potentially delaying scheduled appointments.

Administrative Tasks - Doctors have administrative tasks that cannot wait until after clinic has finished, for example, updating medical records or processing referrals, which takes additional time.

Patient Overruns - If previous patients have taken longer than expected, it can have a knock-on effect on subsequent appointments.

Communication Needs - Some patients may need more time to discuss their concerns or to understand their treatment plans, especially if there are language barriers or complex information to convey.

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Technical Issues - Delays can occur due to technical issues, such as problems with computer systems or accessing medical records.

Staff Shortages - If there are staff shortages or absences, doctors may have to cover additional duties, leading to delays.

Unexpected Interruptions - Interruptions from phone calls, urgent messages, or other healthcare professionals needing immediate input can cause delays.

While delays can be frustrating, they often occur because doctors are committed to providing thorough and high-quality care to all patients.

Practices strive to minimise waiting times and appreciate patients' understanding and patience.

Staffing Update – We have a few staff changes, Anne who used to be a Healthcare assistant will be moving to work on Reception and Administration.

We have a **new Healthcare assistant**, Mary-Jane who will be working with Steph and the Nursing Team.

Dr Ravi Bhattacharjee is very sad to be leaving us, he has really enjoyed his time here and enjoyed meeting all our lovely patients, he has gone to work more days at a practice in Macclesfield.

During the next few months, the practice will be hosting several **Medical Students**, they will be here for a few weeks, some doing research or audit projects and seeing patients.