

### **Patients not attending appointments**

Over the last month, we have experienced an extremely high number of patients not attending appointments and not informing us; or cancelling at very short notice, which makes it very difficult to rebook the slot with another patient. This has equated to a loss of appointment time of more than 15 hours. We are sure that our patients understand that this is adding to our waiting times to see doctors and nurses, and we request that patients give us as much notice as possible if not able to attend (this can be done via reception, the website or via online services) to allow us to offer the appointment to another patient. Thank you.

### **Donations for second hand books**

We have passed £72 to the Surgery Friends following book donations.

### **Annual reviews for chronic disease monitoring**

We are planning to restructure the way we arrange our appointments to monitor patients with long term conditions. These include diabetes, cardiovascular diseases, asthma, COPD, hypertension, stroke and serious mental illness and dementia.

From April 2025, patients will be contacted shortly before the month of their birth and invited to make the relevant appointments. Guidance will be given regarding how many appointments need to be booked and which clinician to see.

The majority of patients will be contacted via text message with a link to book the appointments on-line. Patients who have not given us a mobile number or those we feel would benefit from greater support will be contacted by letter. If you feel you need greater support with on-line booking including the use of the NHS app, please contact the North Cotswolds Digital Social Prescribing Link Worker, Jason Spinney, on 07707 281803 or [jason.spinney1@nhs.net](mailto:jason.spinney1@nhs.net) . Alternatively, you will be able to book via reception.

If your birth month is towards the end of the year, it may be you wait a few extra months to receive your usual annual checks. We will identify and contact patients that we feel would need some interim monitoring during the first year while we switch over to the new system.

The new system will ensure patients are invited annually for their chronic disease checks and make it easier for patients to book appointments and remember when their review is due. We hope this will also reduce the number of missed appointments. The system will also link with our dispensary and repeat prescribing protocols which will streamline this service.

We would like to thank you for your patience during the next few weeks whilst we implement the changes.

### **RSV vaccines**

We are now sending patient information leaflets to patients before booking in for this vaccine due to the recent changes in advice. Patients will then have time to make an informed decision before booking for their vaccine.

### **NHS Patient Screening Invitations**

You may have heard that a small minority of people have not been invited to screening appointments nationally. This issue affects screening invitations for bowel cancer, breast cancer, cervical cancer, and abdominal aortic aneurysm screening. Other screening programmes, such as our surgery recalls for chronic disease and drug monitoring and vaccination programmes, have not been impacted.

Since this issue was spotted, DHSC have worked with NHS England to quickly resolve the underlying issue and put a plan in place for those affected. Everyone affected by this issue will have received a letter with more information on how to access their missed screening and the support that is available for those affected.

We understand this may be unsettling news, and patients may have some questions and we have added further information to our website for patient information. Alternatively, patients can contact NHS England's dedicated helpline, which is available Monday to Friday, 9am-5pm at 0345 877 8962 with any concerns.

Types of screening:

Cervical screening: women (and anyone with a cervix) between the ages of 25 and 49 are invited to attend a screening appointment every 3 years and 50 - 64 every 5 years. This used to be called a 'smear test'.

Bowel cancer screening: anyone between the ages of 54 to 74 is sent a home testing kit every 2 years, which involves sending a stool sample.

Breast cancer screening: anyone registered as female between the ages of 50 and 71 are invited for a mammogram every 3 years.

Abdominal aortic aneurysm screening: men aged 65 are invited for an ultrasound scan of the abdomen.

### **Patient participation group annual meeting**

A reminder that this is being held on 28<sup>th</sup> April – please see information from the PPG for further details.

