

# Patient Newsletter

JANUARY 2025



## EMPLOYEE OF THE MONTH



Each month, staff take pleasure in nominating a colleague for the Employee of the Month award.

This month the ward goes to **Kyra**! Staff have said she does so much to help the smooth running of the surgery - she helps anyone who asks, has supported reception with cover when needed, and has even trained in phlebotomy!

Congratulations and thank you **Kyra**!

## PATIENT PARTICIPATION GROUP



Our PPG meets approximately every 6 weeks to discuss practice matters.

Our next meeting is scheduled for **6th March 2025 at 1.00pm**. If you would like to join us, please email the practice: [hugglescote.surgery@nhs.net](mailto:hugglescote.surgery@nhs.net).

## STAFFING UPDATES



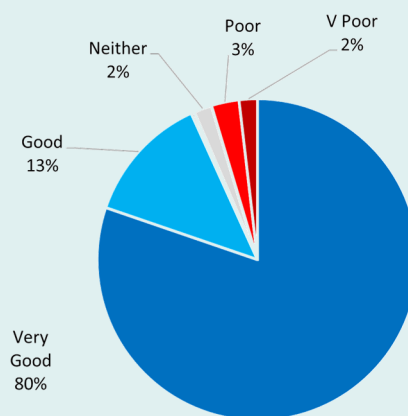
### NURSES

At the start of January we welcomed **Sam** and **Kyra** into the nursing team. Sam is our new Health Care Assistant (HCA) and Kyra (from the admin team) has trained to do phlebotomy. We wish them well in their new roles!

## FRIENDS & FAMILY RESULTS

Feedback provided by patients during **December 2024**.

All negative feedback is raised with the Management Team and actioned accordingly.



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