

**NOVEMBER 2025**

## IMPORTANT REMINDERS

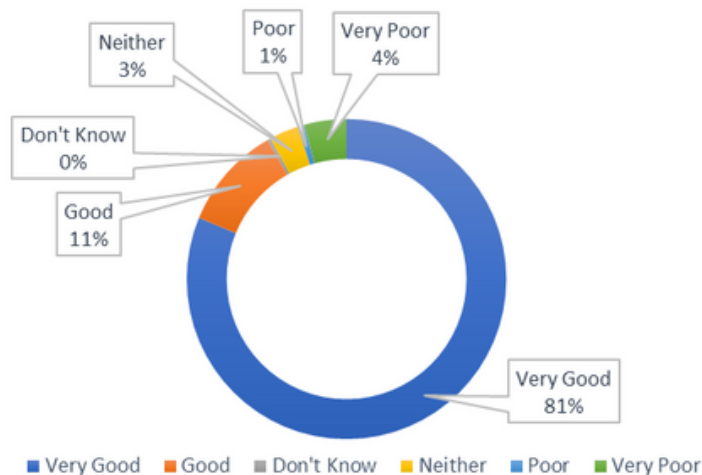


- The surgery is no longer using AI as a support for call handling. Our reception team has expanded to provide this support directly. Please continue to use the red **'GET HELP'** button on our website and complete a form to obtain an appointment.
- Staff training on Thursday 13<sup>th</sup> November 13:00-18:30 where the surgery will be closed

## FRIENDS & FAMILY RESULTS

Feedback provided by patients during October 2025.

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



## PRACTICE STATISTICS

Each month we share details of how the practice is performing. Below are the statistics for October 2025.

Appointments: **5979**

Hospital Correspondence: **8000+**

Bloods Test Completed: **187**

Referrals Processed: **75**

Patients who did not attend appt: **272 = 53**

**Hours & 56 Minutes**

## PATIENT PARTICIPATION GROUP

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

Our next meeting is scheduled for 4th December 2025 at 1.00pm. If you would like to join us, please email the practice:

[hugglescote.surgery@nhs.net](mailto:hugglescote.surgery@nhs.net)



## ENHANCED ACCESS

NWL GP Federation offer face to face

appointment, 9am-5pm every Saturday.

Appointments can be used for routine, non-urgent consultations including vaccinations, minor illness, GP appointments, menopause consultations, ear syringing, cervical smears, and dressing changes.

The aim is to provide additional options for patients who might find it difficult to access services during regular hours.

Appointments are located, alternating between Long Lane Surgery, Coalville and Castle Medical Group, Ashby De La Zouch.

Please contact the practice as usual to book one of these appointments.

## FLU SEASON

We thank you all for taking the time to visit us during our flu clinics. We saw a total of **1632** patients!

## TELL US HOW WE'RE DOING!

The team at Hugglescote Surgery work very hard to provide a high quality and responsive service, but we are always looking for ways to improve our service and listen to what patients have to say.

Please get in touch on [hugglescote.surgery@nhs.net](mailto:hugglescote.surgery@nhs.net) or alternatively feedback via the Friends and Family test.