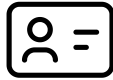


# PATIENT NEWSLETTER



**JANUARY 2026**

## PRACTICE STATISTICS



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

- Appointments: 4275
- Hospital Correspondence: 7344
- Bloods Test Completed: 334
- Referrals Processed: 405
- Patients who did not attend appt: 172

## PATIENT PARTICIPATION GROUP

Our PPG meets approximately every 6 weeks to discuss practice matters. Our next meeting is scheduled for 5th March 2026 at 1.00pm. If you would like to join us, please email the practice:

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



## RECRUITMENT

### ADMINISTRATION

-We are pleased to announce that we have hired a multi-role employee who will work within both the reception team and the administration team.

-We have appointed two new receptionists, who we have yet to agree start dates for.

### NURSES

Our Practice Nurse vacancy has been appointed too, with a start date of 16<sup>th</sup> February

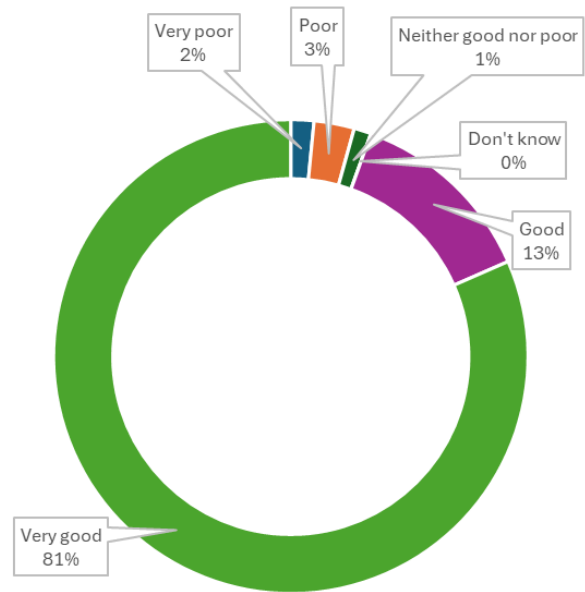


## DID NOT ATTEND

Throughout the year of 2025, we had a total of **2173** appointments that patients did not attend or cancel. This equates to 543 hours, nearly 23 days of time wasted. Please cancel your appointment if unrequired by phone, email or the NHS app.

## FRIENDS & FAMILY RESULTS

Below is the feedback provided by patients during December 2025. All constructive feedback is raised with the Management Team and actioned accordingly.



## CONGRATULATIONS JEN!



We would like to say a special **congratulations** to Jen, in our admin team for the amazing achievement of working 20 wonderful years in the NHS!

