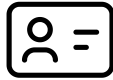


APRIL 2026

PRACTICE STATISTICS



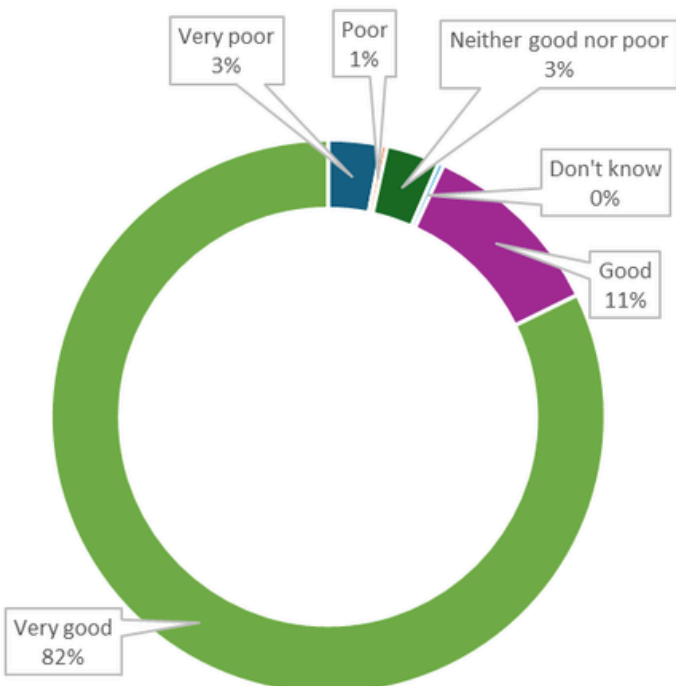
Each month we share details of how the practice is performing. Below are the statistics for March 2026.

| | January | February | March |
|--|---------|----------|-------|
| Appointments | 4685 | 4285 | 4421 |
| Hospital Correspondence | 7884 | 7567 | 8878 |
| Bloods Test Completed | 153 | 215 | 184 |
| Referrals Processed | 352 | 356 | 247 |
| Telephone Calls Answered | 2931 | 2741 | 2973 |
| Patients who did not attend appointments | 150 | 154 | 145 |

FRIENDS & FAMILY RESULTS

Below is the feedback provided by patients during March 2026.

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



INFORMATION



- Our **PPG** meets approximately every 6 weeks to discuss practice matters. Our next meeting is scheduled for 23rd April 2026 at 1.00pm. If you would like to join us, please email the practice: hugglescote.surgery@nhs.net.
- **PLT** - Staff training is being held on Wednesday 13th May 13:00-18:30 where the surgery will be close during this time.

MENINGITIS



- **Babies** – under the NHS immunisation schedule, babies are vaccinated against Meningitis B from 8 weeks up to their second birthday and will be routinely invited to attend the surgery for their vaccinations.
- **School aged children** – are routinely offered the Meningitis ACWY (MenACWY) vaccine at school in Year 9. If your child is in year 9 and 10 and missed their vaccination, the LLR School Aged Immunisation Service provides catch up clinics, they can be contacted by email lpt.sais@nhs.net or telephone 0300 3000 007.
- **Individuals** who have left school following their GCSEs up to the age of 25 who missed the Year 9 routine MenACWY vaccination at school and have not yet received the vaccine, can contact the surgery for their immunisation.
- **MenB** – older children, teenagers, and adults are not routinely offered the MenB vaccine on the NHS unless advised as part of a specific outbreak response. If patients would like the MenB vaccine privately, it is available through some pharmacies and private clinics.
- If an individual has returned home from Canterbury, Kent and has not already received prophylaxis through UKHSA-coordinated clinics, we will prescribe this.

In the event of a local outbreak, we will follow guidance from UKHSA Health Protection Teams.

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RECRUITMENT



- **Reception** - We are pleased to report that our reception team is fully staffed and no vacancies are available. Our new starters this year have been working hard learning the role.
- **Administrator** - Whilst we are undergoing training, we have a locum administrator with us, Rachel. Debbie, from our reception team has completed her reception training and has started her training in the admin team.
- **Phlebotomist** - We are delighted to confirm that two of our current Phlebotomist will be increasing their hours. Lucy has commenced these and Kyra will take on these additional hours once training has been completed in the admin team
- **Nurse** - Whilst training is underway we currently have locum support from Yvonne and Julia
- **Management** - Beth, who has been assisting the practice the last couple of months will be joining us full time as of the 20th April for 6 months
- **GP** - Dr Biswas is currently providing support with one session per week

DID NOT ATTEND

Throughout March, we had a total of **145** appointments that patients did not attend or cancel. This equates **39 hours and 53 minutes** of time wasted. Please cancel your appointment if unrequired by phone, email or the NHS app.

