

Martins Oak Surgery Newsletter

www.martinsoak.co.uk

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Summer 2025

Editor's Comments (*Sam Bridgewater – Co Practice Manager*)

Welcome to our Summer Newsletter!

Summer is truly underway, with a few mini heatwaves making an appearance. We hope you're all staying safe in the sun and finding time to enjoy the longer days.

We're also looking ahead to our upcoming flu and COVID vaccination clinics, so please check the details and keep an eye out for your invite.

Thank you for your continued support and for helping us keep the practice running smoothly over this busy season.

Wishing you a safe and healthy summer!

GP Patient Survey 2025

Thank you for your feedback!



We're proud – and incredibly grateful – to share our results from this year's national GP Patient Survey.

Our practice scored above both local and national averages in every single area – a fantastic achievement for the whole team and a reflection of your ongoing support.

Here are just a few highlights:

- 92% found our reception and administrative team helpful
- 97% had confidence and trust in the healthcare professional they saw or spoke to
- 96% rated their overall experience as good (compared to the national average of 75%)

Thank you for your support! ♡

Friends & Family Test



We recently received a response to the Friends and Family Test saying, "Stop sending this rubbish!" – so we wanted to clarify a couple of important points:

Why do you receive the Friends and Family Test? GP practices are contractually required to offer this feedback opportunity to patients after their appointments. It helps NHS England understand patient experiences across the country.

✗ You're not obliged to complete it!

There is no requirement to respond – it's entirely optional.

👤 Can we stop sending it to you?

As the test is anonymous, we don't know who receives or from receiving the link.

We understand it might not be something everyone finds

useful, but we're grateful to those who do take the time to share feedback – it helps us improve the service we provide.

Thank you for your understanding.

Upcoming Flu & COVID Clinics – What You Need to Know



Our flu vaccination clinics will begin soon:

From 1st September, we'll be inviting:

Pregnant patients
Eligible children

From 1st October, we'll be vaccinating:

All other eligible groups
Where possible, we will send text messages with links to book your own appointment. If you're eligible but don't receive a message, don't worry – we'll be in touch.

We will also be administering COVID vaccinations alongside flu for those who are eligible.

Please keep an eye on your messages and book promptly to help us run the clinics smoothly. Thank you for your support.

Cervical Screening



From 1st July, the interval

between routine cervical screenings for most women aged 25 to 49 will change from **every 3 years to every 5 years**. This update is based on the latest national guidance to ensure screening remains safe and effective, while reducing unnecessary tests. From September, the NHS will also begin sending negative test results via the NHS App. You'll receive this as an in-app message and notification, with a letter sent after 72 hours if the message isn't read. Abnormal results will continue to be sent by post for now. This follows the successful rollout of digital invitations and reminders in June 2025 — with 9 out of 10 now sent digitally. If you are due for screening, you'll still receive an NHS invitation at the right time. Please attend when invited, and contact us if you have any symptoms or concerns between screenings.

One Appointment = One Problem



It can be tempting to bring a long list of unrelated problems to your appointment. However, GP appointments are usually 10 minutes long, and it's important we make the most of that time to address your main concern safely and thoroughly. By focusing on one problem per appointment, we can:

- Give you the time and attention your concern deserves**
- Reduce the risk of missing important details**
- Keep the clinic running on time for all patients**

If there's time left at the end of your appointment, your clinician may be able to discuss another issue but this isn't always possible. If you have more than one concern, we recommend booking another appointment so each can be properly assessed. Thank you for helping us provide the best possible care for everyone.

Understanding Your Test Results



Hospital tests: Results go back to the hospital team who ordered them — the surgery won't usually see them before you do.

GP surgery tests: Results are sent to the GP who requested them or your registered GP.

View your results online via your NHS Account or NHS App — no need to call the surgery.

Confidentiality: We can only give results to the patient, unless written permission is in place or they cannot understand them.

Timescales: Blood test results take up to 5 working days to be returned and reviewed. If something needs follow-up, your GP will contact you.

Otherwise, we work on a "No News is Good News" basis.

Weight loss Injections



You may have seen recent news about weight loss injections. These medications are not currently available on the NHS for general weight loss. They are only prescribed

in very specific circumstances under specialist care. If you are considering weight management options, please visit the NHS website for trusted advice or speak to a member of our clinical team about safe, effective support. Be cautious about buying these medications online, as some products being sold are unsafe or counterfeit.

Battle Hill Closure



We've been advised that Battle Hill will be closed for roadworks over the coming weeks. While these works are necessary, we appreciate that they may cause some disruption for patients travelling to the surgery. Please allow a little extra time for your journey and check local diversion routes before setting off, especially if you have an appointment booked with us. We will continue to run our clinics as normal throughout this period. We hope the closure will not cause too much inconvenience and thank you for your patience and understanding while these essential improvements take place. Our priority is to make sure your care continues smoothly, and we'll update you if we receive any further information about the works.

Closed



We are closed:
August Bank Holiday
Monday 25th August 2025
During this time if you need medical advice please use NHS 111.