



Practice Manager Seasonal Update



As we approach Christmas and the New Year, I wanted to take a moment to share an update from the practice and to thank you for your continued support throughout 2025. This time of year is always incredibly busy, both for our patients and for the team, but it also brings a welcome opportunity to reflect on what we've achieved together.

Practice Improvements – Two New Clinical Rooms

We are delighted to confirm that work is well underway on creating **two additional clinical rooms**. This project has been made possible through Government investment in NHS estates, and we were successful in securing a grant to fund the upgrade. A condition of the grant requires completion by the end of the year, and we are working closely with local contractors, Clarke Roofing, to ensure the rooms are ready for use in early January.

These extra rooms will increase our capacity and improve access for patients—a positive start to the New Year.

Managing Increased Winter Demand

Across the NHS, we typically see around a **20% increase** in patient demand during the winter months. We kindly ask patients to plan ahead where possible and to use services appropriately during this busy period. Our team continues to work exceptionally hard, and our latest Friends and Family Test results for November reflect the dedication and professionalism shown by staff across the practice.

Flu Vaccination Programme

Thank you to everyone who attended this year's flu clinics, including those who joined our Saturday sessions. Your feedback has been extremely positive, and we plan to expand these clinics next year to meet growing demand. Although we had to reduce the number of clinics this year due to the start of building works, we were delighted with the turnout. We recognise that many people feel a sense of vaccination fatigue, but we continue to see rising cases of flu and seasonal illnesses, and vaccination remains one of the most effective ways to protect yourself and your community.

Patient Participation Group (PPG)

I would also like to extend my sincere thanks to our Patient Participation Group for their continued support. Our Chair, Lynne C., has provided thoughtful leadership throughout the year, helping us gain valuable feedback and constructive ideas to support improvement. The group is keen to widen its membership, particularly from patients of working age. The commitment is light—an hour every three months—and offers a meaningful way to help shape the future of the practice. If you're interested, please visit our website and complete the enquiry form.

A Christmas Thank You

As the practice fills with Christmas decorations, cards from patients, and the occasional tin of festive biscuits, I'm reminded how fortunate we are to serve such a supportive community. The team and I are truly grateful. Whether you are celebrating Christmas, enjoying time with family, or simply taking a well-earned rest, we wish you a peaceful and healthy festive season.

Thank you once again for your patience, kindness, and understanding throughout the year. We look forward to continuing to care for you in 2026.

Practice & Pharmacy Christmas Opening Hours



Wednesday 24th - open as usual
Thursday 25th - Friday 26th inclusive - Closed
Thursday 1st January - Closed



We will be open at our usual times on all other **weekdays** over the Christmas period.

To contact the Out of Hours GP Service, for urgent problems that will not wait until we are next open, please call NHS 111 by dialling 111 on your telephone keypad.

We take this opportunity to wish all of our patients a Merry Christmas and a Happy & Healthier New Year!

Prescriptions over the Christmas Period

Please order your medication in the usual way, if your prescription is due Christmas or New Year week, please order week commencing 15th December, there is no need to order any earlier than this as it just causes a huge influx of prescription requests causing an unnecessary backlog earlier in the month.



We will not be issuing extra quantities over the Christmas period. If however, you are going away for an extended period, please include with your request your date of departure, how long you are away for and whether or not you are going abroad, so that we can prescribe accordingly.



Dr Paul Frisby

After 30 years of dedicated service as a Partner at Arlington Road, Dr Frisby has decided to step down from his partner role and will continue with the Practice as a locum GP when he returns from his sabbatical in February/March 2025.

All of Dr Frisby's registered patients have been contacted to let them know who their new GP is, his patient list has been distributed between our existing GP Partners.

Dr Clare Ilsley who is currently covering Dr Emma Pickering's maternity leave will remain at the Practice when Dr Pickering returns, replacing the clinical hours lost to Dr Frisby's retirement. We are extremely grateful to Dr Frisby for 30 years of commitment to the Practice and our community, and we wish him a restful sabbatical and happy return to his new role.

New GP Starting March 2026

We are delighted to announce we have a new GP joining the team from March 2026. Dr Rachel Austin is a very experienced GP who will be working 4 sessions a week at Arlington Road working Mondays and Tuesdays on a 24 month fixed term contract.

Trainee Doctor Rotation

We welcome 3 more trainee doctors to the team at the beginning of December:-

Dr Eunice Akinpelu, Dr Zayya Aung (Dr Zayya) and Dr Himanshu Kumar.

Dr Raquel Lightbourne-Regan, Dr Alexandra Valceanu, Dr Josh Dom-Eichie and Dr Emeka Njoku also continue with their current placements with us.

Wasted GP Appointments

Throughout November **18** appointments were wasted through patients not attending their booked Face to Face GP Appointment. If you can imagine, on one day, one of our GP's having fully booked surgeries both morning and afternoon and 72% of the patients not turning up, that is the equivalent to the amount of GP Consultation time lost in November.

When resources in General Practice are so stretched, it is frustrating beyond measure to see wasted appointments. If you no longer need an appointment, please have the courtesy to cancel it so that it can be made available to another patient.



Save the Children

Thursday 11th December

**Christmas
Jumper
Day**

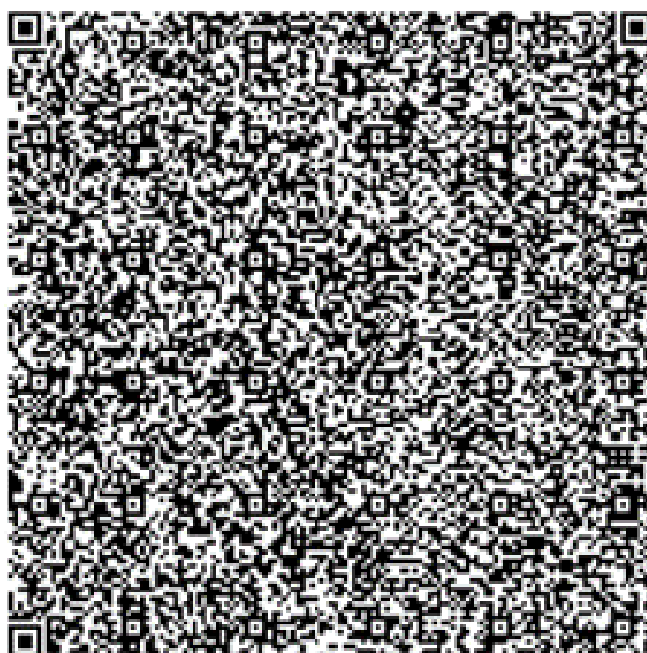


As usual the Team at Arlington Road will be sporting their favourite Christmas Jumper on Thursday 11th December to raise money for Save the Children.

Each participant will donate and we'd love it if you could help us raise more by sponsoring us.

To donate you can either scan the QR code opposite to visit our [Just Giving Page](#) and select the amount you wish to donate or to donate £5 you can text ARMP to 70050

**When you text to donate, you'll be billed £5, plus your standard network rate. Save the Children receive 100% of your donation. By texting, you agree to calls about fundraising appeals, campaigns, events and other ways to support. Include the word NO after ARMP to opt out of phone calls e.g. ARMPNO.*

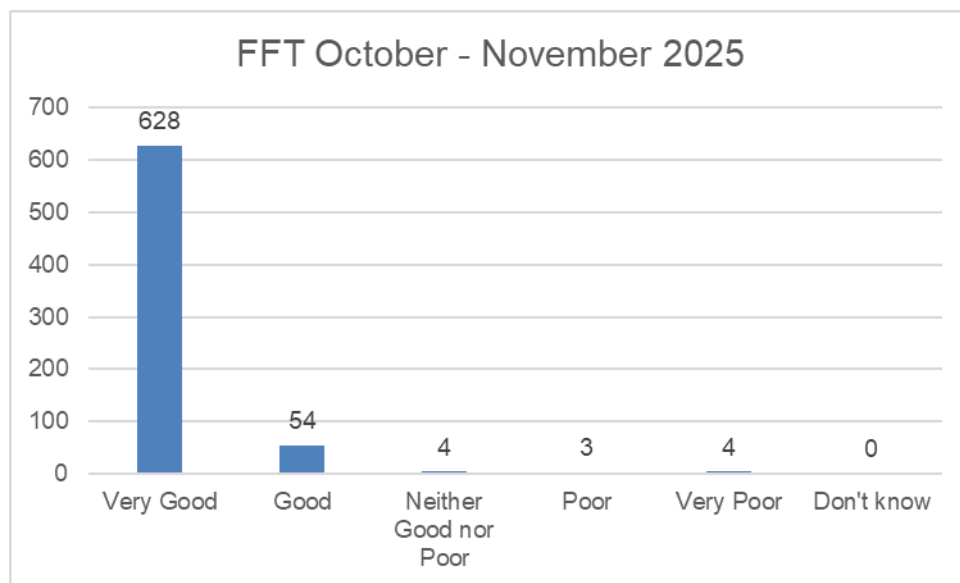


Friends and Family Feedback

Thank you to everyone who has completed a Friends and Family Test (FFT) Survey recently. Patients who are signed up to receive appointment reminders will receive an SMS following their appointment giving them the opportunity to complete the survey. Alternatively, this can be completed online via our [website](#), or we have paper copies of the survey at reception which can be posted in our Friends and Family Box in Waiting Area A.

The FFT is a valuable tool to enable us to see when we are getting things right and equally highlights areas where improvement is needed. We read all of your comments every month and take your suggestions seriously. The high percentage of positive comments are greatly uplifting for the team. 98% of patients completing the survey throughout October & November rated us as either Very Good or Good.

Our combined results for October and November 2025 are as follows:-



To give you an idea of how representative the survey is, it was completed voluntarily by 693 patients in two months. You can complete the survey at any time via our [website](#), patients who have opted for appointment reminders, will receive a text message after their appointment giving them the opportunity to complete the survey.

pleasant lovely good
explained knowledgeable
welcoming personable efficient
excellent reassuring quick brilliant
friendly great listened
kind professional helpful
thorough caring
informative