

Holbrook Surgery Patient Participation Group [PPG] HOLBROOK SURGERY NEWSLETTER

22nd Edition

September 2025

Autumn Vaccination Programme

Flu vaccinations are being offered at the surgery and will take place on Saturday 4th, 11th, and 25th October. Invitations have already been sent out by text to eligible patients who are encouraged to make an appointment. If you are eligible and have not received your invitation, please contact the surgery. For further information regarding eligibility, etc please refer to the NHS website <https://www.nhs.uk/vaccinations/flu-vaccine/>

Did you know that the surgery has to pre-order its flu vaccinations, sometime in advance, and pay for them? Please support the surgery and have yours done there. A lot of time is spent planning and organising this. Unused vaccinations are wasted and cost the surgery.

Covid vaccinations can be booked via the national booking system from 1st October. You should receive an invitation via text but the link to book is below This will be available for patients over 75, people with a weakened immune system, and those living in care homes for older adults. As before, you will need to go to a vaccination centre to have this, the nearest being Bohunt School. We hear less about Covid now, but it is still active in the community and can cause serious illness in vulnerable groups so if you are eligible, we strongly recommend you get it. <https://www.nhs.uk/nhs-services/vaccination-and-booking-services/book-covid-19-vaccination/>

You may ask why the surgery does not do Covid vaccinations. This is because in order to offer this, the surgery would need to become a vaccination centre and offer appointments to anyone eligible through the national booking system, not just Holbrook patients. The surgery could not cope with this logistically i.e. staffing, car parking, storage of vaccinations, etc. It has therefore decided not to do this. This is the case with most GP surgeries. None of the other Horsham surgeries do this. Courtyard Surgery runs the vaccination centre at Bohunt School, but this is quite separate to its surgery.

OTHER VACCINATIONS

RSV – Respiratory Syncytial Virus is a common virus similar to flu. This new vaccination is for pregnant women [to protect young children] and people aged 75 – 80 yrs. <https://www.nhs.uk/vaccinations/rsv-vaccine/>

Shingles – For people aged 70 – 79yrs or those over 18 with a severely weakened immune system <https://www.nhs.uk/vaccinations/shingles-vaccine/>

Pneumococcal – This is to prevent meningitis, sepsis, and pneumonia. It is for babies, people over 65, and children and adults at risk of getting seriously ill. <https://www.nhs.uk/vaccinations/pneumococcal-vaccine/>

You should receive invitations for these vaccinations if you are eligible. If you haven't, please contact the surgery.

MMR and other childhood vaccinations – falling vaccination rates are a major public health issue and concern. Please get your child vaccinated.

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NEW DEVELOPMENTS



Health Kiosk. Many of us are now quite used to using the blood pressure machine in the entrance to the surgery. The area where this is located is going to be developed to provide a 'Health Kiosk'. The plan is that patients with long term conditions who need to have periodic checks will be invited to come in a few minutes before their booked appointment. As well as taking their blood pressure and their weight they will be asked to complete a simple health questionnaire on the screen. The information will be recorded in the patient's records and will calculate BMI, etc. As the GP or Nurse will already have the information it is anticipated that this will reduce appointment times.

This is going to be introduced slowly, and the plan is to start with NHS Health Checks. This is not going to be used for patients with diabetes. The area is private so patients should not have concerns about privacy.

Heidi Health. Recently we have heard a lot about the NHS introducing AI to improve diagnosis, cut down on administrative tasks, etc. Heidi Health is one such innovation. This records the GP/patient consultation and provides a summary of this for the doctor. Subject to any alterations the doctor wants to make this is entered into the patient's record. This can be used to create referrals for tests, treatment, etc. This enables the GP to focus on the patient while still allowing them to accurately capture medical information, ensuring a comprehensive and precise record.

Some of our GPs are already using this, many of whom are finding that this is making a real difference.

Your consent will be required before using Heidi.

Online Booking System for Appointments

The recent amendments to the online booking form are seen by both patients and surgery staff as a great improvement. Patients who need it are seen the same day, and others with less urgent problems are generally offered an appointment within a reasonable time scale. With effect from 1st October all surgeries nationally are required to have an online booking system which patients must be able to access Mon – Fri during core working hours. We were the first surgery to have an online booking system in Horsham, and the other four surgeries have now followed. The surgery's Advanced Nurse Practitioner, Lisa Jelley has provided support to the other surgeries in setting up.

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Meeting with our local MP, John Milne. The Chairs of the five Horsham surgeries' patient participation groups continue to meet regularly. They have recently met with John Milne, and a member of his team who deals with matters raised by constituents many of which relate to health matters. John seems to have a very good understanding of both national and local health issues. He appears very keen to hear about the experience of patients and their views. We have agreed to meet with him every six months.

National GP Patient Survey. In February 2025, the NHS England commissioned a survey to measure the quality of GP services. This survey was carried out by IPOS.

The results for Holbrook showed that 88% of respondents described their experience of the surgery as good or very good. This compared with the national average of 75%. Holbrook also scored on or above the national average for the specific areas being reviewed.

If you want to see the full sets of results, showing comparisons with national and local area results please see <https://gp-patient.co.uk> It is worth having a look at this.



STAFF UPDATE

Dr Panjah Singh [photo to the left]

This is a bit late as Dr Singh joined the surgery last October, but we know that our readers like to know about new staff. He is a salaried GP. He is married and two children. His special interest is in medicine for the elderly.

We have a new GP starting soon, **Dr Simon Canham**. Hopefully we will be able to give you more information, and a photo in our next newsletter.

YOUR PATIENT PARTICIPATION GROUP COMMITTEE

The aim of the PPG is to act as a conduit between patients and the surgery and to give the patient view. The Committee meets every couple of months and Lisa Ellis, the Practice Manager joins us for part of the meeting. The surgery team is under a great deal of pressure, but we feel that there is a very genuine commitment to taking on board what patients say and keeping us informed of new developments. As a Committee, we consider that our relationship with the surgery has developed and strengthened.

We are very conscious that our current Committee is made up of mainly older patients and although we do our best, we really cannot say that we represent all patients. Are there any younger patients out there who would be interested in joining us? You really would be most welcome. If you are even just slightly interested our Chair, Nick Longdon, or another member of our Committee would be more than pleased to talk with you. If you are interested just email us on holbrookppg@gmail.com

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