

## **Jubilee Field Surgery**

### **Patient Newsletter – Winter 2025**

#### **Goodbyes and Hellos**

In August we said a fond farewell to Dr and Mrs Popli as they retired from the helm of Jubilee Field Surgery after 25 and 17 years respectively. Both are doing very well in retirement!

We are extremely lucky to have Dr Sara Nash and Dr Shamit Shah now steering the team. Many of you may now have met one or both, with Dr Nash joining us back in April and Dr Shah following in September.

They are both very pleased to be here and continue providing the level of service our patient population are used to.

#### **Winter Season**

We are now well within the autumn/winter vaccination season, and we have been vaccinating as many of our eligible patients as we can against flu and covid-19.

Our covid vaccination clinics at the surgery have now come to an end but we are still offering flu vaccinations to eligible patients who are yet to have one this season. Please speak to Reception if you would like to book an appointment.

Covid vaccinations can still be booked, until 31<sup>st</sup> January 2026, via the NHS website or by telephoning 119.

The eligible cohorts for a covid-19 vaccination have been reduced this autumn meaning that many patients who would previously have received a vaccination are now not able to do so. The government has said that this decision was made by the JCVI (Joint Committee on Vaccination and Immunisation) as the vaccination strategy is transitioning from broad coverage to targeted protection for those still at a higher risk. Over the past 4-5 years, widespread exposure to COVID-19 infection and vaccination has led to strong immunity across the UK population. This has significantly reduced the overall risk from COVID-19 infection for most people.

The eligible cohorts now mirror those who were eligible in the Spring campaign (adults aged 75 years and over, residents in care homes for older adults and individuals who have a weakened immune system because of a health condition or treatment).

## **New Clinical System**

As some of you may know, we changed our clinical computer system back in mid-September to a system called 'SystemOne'.

Moving to SystemOne brings significant benefits for our patients by improving continuity of care and communication across local health services. As all other practices and community teams in the area already use SystemOne, this change means your records can be securely and seamlessly shared with the professionals involved in your care, reducing duplication and delays. It also enables better coordination for referrals, home visits, and community support, ensuring you receive more efficient, joined-up care tailored to your needs.

We'd like to thank those who have shown patience to our team as they have navigated the difficulties of adapting to a new system, whilst still providing our usual services to patients.

A big public well done to our team at JFS – it's not been an easy few months!

## **Online Services Account Queries**

One downside of the clinical system migration process was that patient online services accounts (via the NHS app and Patient Access) were unlinked from their medical records at the practice.

We have been working hard to reactivate or reconnect online services accounts for as many patients as possible. Please let our team know if you are still having trouble accessing your online services account.

We are aware of some ongoing differences in layout of patient information since the system change – this relates to pre-migration documents and/or blood test results. We have raised these issues with the SystemOne support and national NHS app teams.

We apologise that this has caused some difficulties for our patients and are trying to help resolve issues wherever possible.

## **Appointments and the Impact of Missed Appointments (DNAs)**

Like many practices across the country, Jubilee Field Surgery continues to experience increasing demand for appointments. Our population is growing, people are living longer with more complex health needs, and we are all encouraged to seek help earlier for physical and mental health concerns. All of this means that every appointment matters.

One of the biggest pressures on our capacity is the number of DNAs (Did Not Attends)—appointments where patients do not attend and do not let us know in advance. When this happens, the appointment cannot be offered to someone else who may urgently need to be seen. The time is simply lost.

Below is a snapshot of the impact in recent months:

Month	GP DNAs	GP Time Wasted	Nurse DNAs	Nurse Time Wasted
<b>October 2025</b>	23	5.75 hours	52	7.5 hours*
<b>November 2025</b>	14	3.5 hours	48	8 hours*
<b>December 2025</b> (to 23/12/25)	23	5.75 hours	31	5.9 hours*

*\*Nurse appointment lengths vary and include shorter vaccine appointments.*

These missed appointments add up to many hours of lost clinical time, reducing the number of patients we can help and contributing to longer waits for those who need care sooner.

### How You Can Help

If you no longer need an appointment, or if the time is no longer convenient, please cancel as early as possible. Even returning a single unused appointment to the system can make a meaningful difference to another patient.

You can cancel by:

- Clicking the link in your text message reminder
- Using your NHS app or online service provider
- Telephoning or speaking to our Reception team

Thank you for helping us reduce DNAs and improve appointment availability for everyone.

### Urgent on the Day Appointments

If you need to request an urgent appointment, please try to speak to a member of our team as early as possible on the day. Thank you.

## **Repeat prescription turnaround times (Dispensary)**

Please be reminded that the turnaround time for repeat prescription requests, for our Dispensary, is 5 working days.

This allows our team the appropriate amount of time to safely process and prepare prescriptions.

Thank you.

## **Festive period closures**

The surgery, and dispensary, will be closed on the following weekdays over the festive period:

- Thursday 25<sup>th</sup> December (Christmas Day)
- Friday 26<sup>th</sup> December (Boxing Day)
- Thursday 1<sup>st</sup> January 2026 (New Year's Day)

Our website has information on what to do if you require medical help when we are closed.

Finally, we'd like to wish everyone a very happy Christmas and a happy and healthy 2026.

