

Jubilee Field Surgery

Patient Newsletter – May 2026

A fond farewell

We would like to extend our sincere thanks to Dr Catherine Napper, who will be leaving the practice at the end of June after 8 years of service.

Dr Napper originally started as a Locum GP at the practice and then became a full member of the team in early 2020. She has been a valued and dedicated member of the team throughout, providing excellent care and support to our patients. We know she will be greatly missed by both colleagues and patients alike.

We wish Dr Napper every success and happiness in the next chapter of her career.

Dispensary and repeat prescription requests

Many of our dispensing patients will know that our team have been under a lot of pressure recently due to a combination of staffing and medication shortages.

We would like to thank you for your ongoing patience and kindness towards the team as they do everything they can to help continue running the dispensary in challenging circumstances.

Repeat prescription requests

Please be reminded that the turnaround time for repeat prescription requests, for our Dispensary, is 5 working days after any request. Weekends and Bank Holidays are not working days and should be accounted for when requesting.

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

Thank you.

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*
March 2026	12 appts	2 hours and 55 minutes	25 appts	5 hours and 15 minutes
April 2026	16 appts	4 hours and 15 minutes	20 appts	6 hours and 35 minutes
May 2026 (to 21/05/26)	9 appts	2 hours and 15 minutes	22 appts	4 hours and 35 minutes

**Nurse appointment lengths vary and may 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.