

Warwick Gates Family Health Centre

PRACTICE NEWSLETTER



Issue No: 7

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www.warwickgatesfhc.co.uk

Welcome to our Summer Newsletter.

In this edition, you'll find updates about our latest patient survey results, new members of the practice team, information for carers, our upcoming flu vaccination programme, our Did Not Attend (DNA) policy, and how you can get involved with our Patient Participation Group (PPG). Thank you for your continued support and for helping us improve the services we provide.

Meet our New Clinicians



We're delighted to welcome two new clinical members to the practice.

Rebecca Gilbert (Advanced Nurse Practitioner)

Rebecca joined the practice in June 2026 and works on Mondays, Tuesdays and Thursdays.

Dr Oliver Heath

Dr Heath will be starting at the practice in August 2026. His working days will be: Monday, Tuesday and Thursday (6 sessions).

We hope you'll join us in giving them a warm Warwick Gates welcome.

Practice Learning Time closures 2026:

GP Practices across South Warwickshire will be closed for important staff training from 12:30pm on:

- Wednesday 23rd September
- Thursday 15th October
- Thursday 26th November



Missed Appointments



Since 1 April 2026, **312 appointments** have been missed without being cancelled. Every missed appointment is time that could have been offered to another patient. **If you're unable to attend, please let us know as soon as possible so we can offer the appointment to someone else.**

Patients who repeatedly miss appointments may receive a warning letter, and continued non-attendance may result in a review of their registration in line with our DNA policy.

Flu Vaccination Programme 2026/27



The flu vaccine remains one of the best ways to protect yourself and those around you from serious illness during winter.

Programme Schedule:

From 1 September 2026

- Pregnant women
- Children aged 2–3 years (on 31 August 2026)
- Primary school children
- Secondary school children (Years 7–11)
- Children aged 6 months to under 18 years in clinical risk groups

From 1 October 2026

- Adults aged 65 and over
- Adults aged 18–64 in clinical risk groups
- Residents of care homes
- Eligible carers
- Close contacts of immunocompromised people
- Eligible frontline social care workers

Pregnant women are encouraged to have their vaccination from September to help protect themselves and their babies.

We will invite all eligible patients as soon as vaccine deliveries arrive, so please wait for your invitation.



Flu jab
Protect yourself,
your family and
colleagues



Follow us on Social Media

[@WarwickGatesFamilyHealthCentre](https://twitter.com/WarwickGatesFamilyHealthCentre)

[@LeamingtonSpaPrimaryCareNetwork](https://twitter.com/LeamingtonSpaPrimaryCareNetwork)



Patient Survey Results



Thank you to everyone who completed either the National GP Patient Survey or our own Practice Annual Patient Survey. Your feedback helps us understand what we're doing well and where we can improve.

National GP Patient Survey 2026

115 patients responded (27.2% response rate). We're pleased our results exceeded the England average in several important areas:

Criteria	WGFHC	England
Overall experience rated good	73.2%	76.7%
Positive telephone access	63.0%	56.8%
Easy to use practice website	70.7%	56.9%
Easy to use the NHS App	61.4%	54.7%
Waited the right amount of time	79.1%	69.2%

The survey also identified opportunities to improve appointment choice and aspects of the consultation experience, and these continue to be areas of focus for the practice.



Practice Annual Patient Survey

A fantastic 747 patients completed our in-house patient survey. The results showed:

- ★ 76.2% rated their overall experience as Good or Outstanding
- ❤️ 88.3% said their needs were met
- 👂 83.0% were treated with kindness and respect
- 🗣️ 80.7% felt listened to and involved in decisions
- 📅 92.6% received a response to their appointment request the same day
- 💻 74.9% preferred submitting an online consultation themselves

Thank you for sharing your experiences. Your feedback helps shape the services we provide.

Join Our Patient Participation Group (PPG)

Have you ever wanted to help shape the future of your GP practice? Our Patient Participation Group (PPG) brings together patients and practice staff to discuss ideas, share feedback and help improve the services we provide.

Why join?

You'll have the opportunity to:

- Share your experiences and ideas
- Help improve patient services
- Work alongside practice staff and other patients
- Make a positive difference for your community

Meetings

The group meets every three months, both at the practice and via Microsoft Teams. We ask members to attend at least two meetings each year where possible.



No experience is needed, just an interest in helping your practice continue to improve.



There are several ways to get involved:

- 🌐 Visit: warwickgatesfhc.co.uk/patient-participation-group-ppg
- ✉️ Email: cwibc.warwickgatesadmin@nhs.net
- 🗨️ Or speak to a member of our team during your next visit.

Are You an Unpaid Carer?



If you look after a family member, friend or neighbour who couldn't manage without your help, support is available.

Caring Together Warwickshire offers:

- Information and advice
- Carer's Assessments
- Emotional support
- Support groups and activities
- Help for both adult and young carers

If you're a carer and would like support, please visit [Caring Together Warwickshire](#) or speak to a member of our team.

Thank You

Thank you for taking the time to read our newsletter.

We're committed to providing high-quality, compassionate care and value every opportunity to improve. Your feedback, suggestions and support help us continue to develop services that meet the needs of our patients and local community.

Share your Feedback!

We want to hear from you:

