42 Kingsway Surgery Www.42kingsway.nhs.uk

Autumn/Winter 2026 Newsletter

Don't Miss Your Baby's 8-Week Health Check

Your baby's 8-week health check is an important opportunity to make sure they are growing and developing well. During the check, a healthcare professional will examine your baby, answer any questions you may have, and discuss their health and wellbeing.

Even if you're unsure about vaccinations at this time, please still attend the appointment.

If you have received an invitation for your baby's 8-week check, please book and attend. We're here to support you and your family every step of the way.

NHS Health Checks: A Simple Step Towards Better Health

Have you received an invitation for an NHS Health Check? If you're aged 40 to 74, a text or letter from Hero Health is genuine and has been sent in partnership with our practice.

The free 20-30 minute check can help identify early signs of heart disease, stroke, diabetes and kidney disease before symptoms appear. You'll receive your results and personalised advice to help you stay healthy and reduce your future health risks.

A simple check today could make a big difference tomorrow.

Patient Participation Group (PPG)

Our PPG meets on the first Monday of every month, from 5:00pm to 6:30pm, at the practice. we also offer online attendance so you can join from the comfort of your home.

Its a space where your ideas, feedback, and experiences can make a real difference.

You're Invited to come along.

Let's work together to make our practice the best it can be. Your voice is welcomed and valued



Digital Champion introductions - Lucy and Kate

Your practice Digital Champion is here to help patients and colleagues make the most of digital services and online resources. They can provide support with accessing information online, using digital healthcare tools, and getting the best from services such as the NHS App, including enabling push notifications so important messages and updates are received directly to a mobile device. Digital Champions also help promote digital inclusion, raise awareness of useful digital services, and provide guidance to those who may need a little extra support to access healthcare information online. If you need help or advice, don't hesitate to give them a shout!

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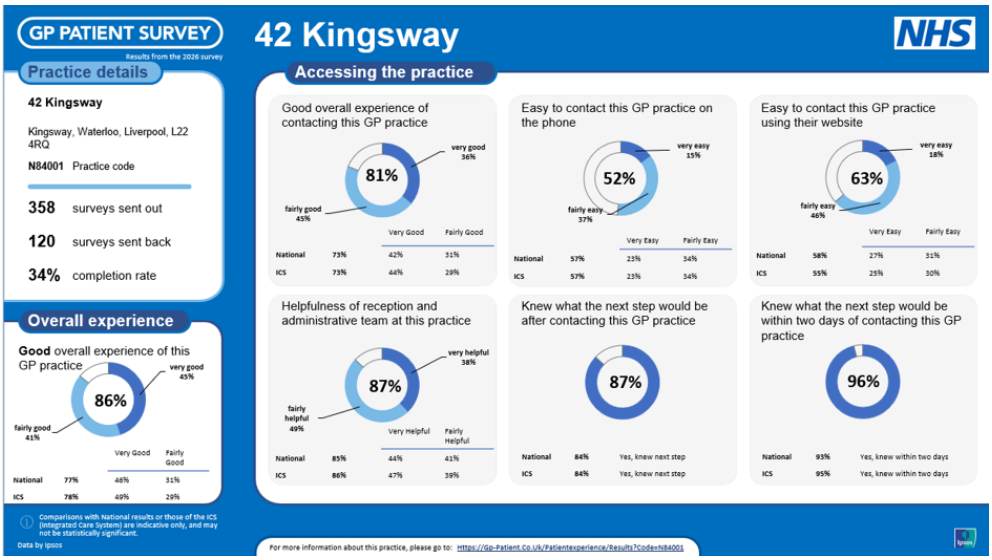
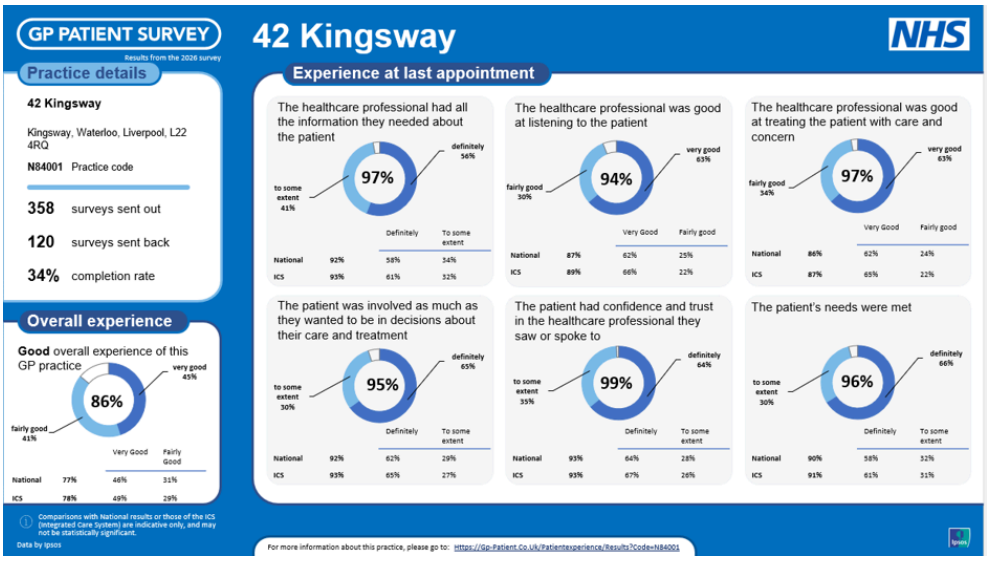
Patient Feedback

GP Patient Survey 2026 Results

We're pleased to share that this year's GP Patient Survey showed very positive results, with 86% of patients rating their overall experience of the practice as good, and 99% reporting confidence and trust in the healthcare professional they saw. Patients also rated our team highly for being helpful and supportive.

The survey is carried out independently on behalf of NHS England between January and April each year. If you receive a questionnaire in 2027, please take a few minutes to complete it. The practice does not know who has completed the survey, and responses are anonymous. Your feedback helps us understand what we're doing well and where we can improve, ensuring we continue to develop services that meet the needs of our patients.





Your Feedback in Action

You Said.....

"It was difficult to get through to the practice by telephone, particularly during our busiest period from 8:00am"

We Did.....

We have increased the number of reception staff available at peak times, with five team members now answering calls, reviewing online consultations and assisting patients at the reception desk from 8:00am each day. This increase in staffing helps us respond to patients more quickly and improve access to our services.

For a more indepth look at the report use the QR code

The Friends and Family Test (FFT)

(FFT) is one of the quickest ways to tell us about your experience of our services. If you receive a text message after an appointment, or are offered a form in the practice, we'd be grateful if you could take a minute to complete it.

Your feedback helps us monitor our services, identify areas for improvement and make positive changes for our patients. If you need information in an accessible format, please let us know.

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Get Ready For Winter

Order Repeat Prescriptions Early

As we move into the colder months, please remember to order your repeat medications in good time, especially before bank holidays and the Christmas period. Ordering early helps to avoid last-minute requests and reduces the risk of running out of important medication when you need it most.

Winter is often a busy time for GP practices and pharmacies, so allowing extra time for prescriptions to be processed and dispensed can help avoid unnecessary stress. You can request your repeat medication through the NHS App, online services, or by paper request. Please check your supplies regularly and order only the medication you need. Keeping on top of your prescriptions will help ensure you stay well throughout the winter.

Protect Yourself This Winter: Flu and COVID-19 Vaccinations

Winter viruses such as flu and COVID-19 can cause serious illness, particularly for older adults, pregnant women and those with long-term health conditions.

Vaccination remains one of the most effective ways to protect yourself and others during the winter months. To make it easier for patients to get vaccinated, the practice will be holding major vaccination clinics on Saturday 4 October and Saturday 11 October. Appointments are required, so please book when invited or contact the practice for more information.

You can get your COVID vaccination by attending one of the National vaccination centres.

Worried About Energy Bills?

If you're struggling to keep your home warm or pay your energy bills, help is available. Sefton Council's Healthy Green Homes team and the local Energy Advice Service can provide free, impartial advice on energy-saving measures, grants, benefits checks, debt support and discounts that may help reduce household costs.

To find out what support you may be entitled to, contact Sefton Council's Healthy Green Homes team on **0151 934 2222** or the free Energy Advice Line on **0800 043 0151**.

Don't struggle alone, support is available for local patients

Coughs, Colds and Winter Viruses

Coughs, colds and sore throats are common during the winter months and can often be managed at home with rest, plenty of fluids, paracetamol or ibuprofen, and advice from your local pharmacy. Antibiotics do not work against viruses, so they are usually not needed for these illnesses.

Most people recover within a couple of weeks, but please contact the practice if symptoms are severe, last longer than expected, keep returning, or if you develop shortness of breath, chest pain, or a persistent high temperature. If you are concerned about a young child, an older relative, or someone with a long-term health condition, please seek advice from your pharmacist, NHS 111 or the practice.

Help Us Reduce Wasted Appointments

If you no longer need your appointment, please let us know as soon as possible. This allows us to offer it to another patient and helps reduce waiting times. By cancelling unwanted appointments, you're helping us make the best use of NHS resources and improve access for everyone, espcially during the winter when the demand increases.

Number of DNAs during July to Sept 2026

350