

# ARIEL HEALTHCARE NEWSLETTER



Issue 004

June 2025

## We are all settled in

As you will all now know, our Fore Street site moved all of its services and operations to the previously known Springmead Surgery premises the middle of April. We refer to this as our **Summerfields Road** site.



The Summerfields Road site, which is not too far from the previous Fore Street location offers increased parking availability, and the Crowshute car park is also conveniently located immediately opposite.

Our St. Mary's site remains fully functional and continues to serve patients without any changes.

## Thank you

The relocation wouldn't have been possible without the support of local contractors. We would like to make a special mention to

**Ecoelectrix** - 01460 63874  
[www.ecoelectrix.co.uk](http://www.ecoelectrix.co.uk)

**JSG Communications** - 01460 929460  
[www.jsgcommunications.co.uk](http://www.jsgcommunications.co.uk)

**M & R Drayton Ltd** - 01460 220380  
[www.mandrdrayton.co.uk](http://www.mandrdrayton.co.uk)

**Shaun Whittaker Carpets and Flooring** - 01935 473977  
[www.shاونwhittakerflooring.co.uk](http://www.shاونwhittakerflooring.co.uk)

**Benjamin Henry** - 01823 412701  
[benjaminhenry.co.uk](http://benjaminhenry.co.uk)

**GAP House Clearance** - 01460 220370  
[gaphouseclearance.co.uk](http://gaphouseclearance.co.uk)

**Axe Skip Hire** - 01297 32470  
[www.axeskiphire.co.uk](http://www.axeskiphire.co.uk)

## Recruitment

We are excited to announce that we have recently recruited several new members of staff within our HCA, Nursing, GP and our Reception/Admin Team.

More information will follow soon.

Please turn over >>

# CONTINUED...

## Tirzepatide (Brand name Mounjaro®)

We anticipate a lot of demand for this BUT there is a nationally set roll-out programme which limits eligibility for many years. Every year additional patients become eligible but for the first year only a tiny number of patients are eligible – a small amount of our patients have been identified as meeting the criteria for this year. The eligibility for this year is ONLY if you have a BMI of 40 or over AND have four or more of the following health conditions:

- Type 2 diabetes,
- High blood pressure,
- High cholesterol,
- Sleep apnoea,
- Cardiovascular disease

AND a clinician considers it appropriate treatment.

The vast majority of our patients do not currently fit this criteria and if you don't fit the criteria we cannot offer you this medication this year. We are not allowed to prescribe outside of the set roll-out programme.

## PharmacyFirst

**This service allows you to be seen more quickly via your local pharmacist for minor conditions – you don't always need to see a GP.**

- Impetigo (aged 1 year and over)
- Infected insect bites (aged 1 year and over)
- Earache (aged 1 to 17 years)
- Sore throat (aged 5 years and over)
- Sinusitis (aged 12 years and over)
- Urinary Tract Infections (UTIs) (women aged 16 to 64 years)
- Shingles (aged 18 years and over)

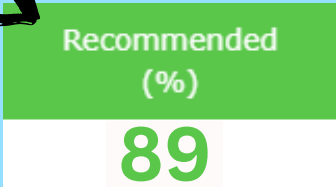


## NHS Friends & Family Test (FFT)

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

Patients receive a text message after their appointment inviting them to complete the test. We encourage patients to complete this as it allows us to monitor the services we provide.

Out of 2,795 responses, 2,486 patients rated us as "Very Good" or "Good"



March - May 2025

## Practice Insights (March, April & May)

- 📦 70,751 Repeat medication items issued
- ✖ 583 Appointments not attended (estimated cost of **£17.9k**)
- 📅 924 Urgent, on the day appointments
- 💻 8,339 online consultations submitted
- 📅 65.06% patients seen within 2 weeks of appointment booking (routine)
- 📞 12,304 Incoming appointment calls
- 📞 4,932 Incoming prescription calls
- 🔄 7,997 Call backs made
- 🕒 Average waiting time – 18 minutes

