PATIENT NEWSLETTER PATIENT NEWSLETTER PATIENT NEWSLETTER PATIENT NEWSLETTER

ARIEL HEALTHCARE

NEWSLETTER

Issue 005 October 2025

Flu Vaccination Clinics

We'd like to thank everyone who came along to our recent mass vaccination clinics at The Crowshute Centre. Your feedback helps us to keep improving how we run these sessions and make them as smooth and comfortable as possible for everyone. Throughout the month of October we welcomed **2,747** patients through the doors.

We received some really positive and constructive feedback from our patients, thank you. There were however a few repeat questions that we would like to answer.

Seating
Some patients asked about seating. Whilst there wasn't a designated seating area, chairs were always available for anyone who wanted to sit before or after their vaccination. We'll make this clearer next time so everyone knows they're welcome to take a moment before leaving.

Privacy
A few people mentioned privacy screens. As the clinics were held at an external venue, all equipment had to be set up and packed away each day. Most people were happy being vaccinated in the open area, but if you'd prefer a little more privacy in the future, just let a member of the team know — we'll always do our best to accommodate you.

Refreshments
A few comments were made about tea, coffee, or biscuits not being available. As these are clinical sessions, refreshments aren't provided — our focus is on keeping the process quick, safe, and efficient for everyone attending.

Temperature
Some patients mentioned the temperature inside the venue. As the weather can vary during the winter months, we encourage everyone to wrap up warm while still making sure that either arm can be easily accessed for vaccination.

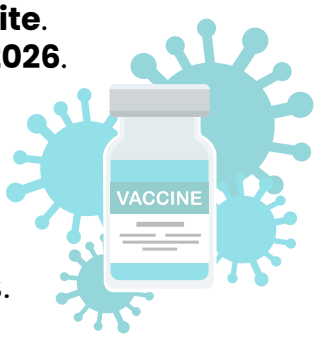
We're still offering flu vaccinations to all eligible patients — these will now take place at one of our practice sites. If you'd like to book your vaccination, please give us a call and a member of the team will be happy to arrange an appointment.

Not sure if you're eligible? You can check quickly on the **NHS website**.
Vaccinations will continue to be available until **the end of March 2026**.

3,909 **patients vaccinated so far**



A massive thank you also goes to our clinic volunteers. It would have been difficult to run without your support.



Please turn over ››

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Wear it Pink

BREAST CANCER NOW The research & care charity

On Thursday 24th October, our team proudly took part in Wear It Pink, one of the UK's biggest fundraising events in support of Breast Cancer Now.

Staff across both of our practice sites donned every shade of pink imaginable — from subtle ribbons to bright jumpers — all in the name of raising awareness and funds for this vital cause. Our waiting room displays and TV screens were also updated to share information on the importance of breast screening and early detection.

Thanks to everyone who baked, dressed up, or donated — together we raised an amazing **£188.45!**

Farewell to Dr Wachsmuth

Dr Chris Wachsmuth will be retiring at the end of this year after many years as a GP Partner with the practice. We wish him all the very best for his retirement.

All patients previously under Dr Wachsmuth's care have already been allocated a new nominated GP.

Movember - Men's Health Awareness

This November, people across the UK are growing moustaches to raise awareness of men's health, including prostate cancer, testicular cancer, and mental health.
Movember encourages men to talk, check in on each other, and seek help early if something doesn't feel right.
Find out more or get involved at www.uk.movember.com.



Missed Appointments (DNA's)

In the last 90 days, **873** out of **21,702** appointments were missed without notice — costing the NHS almost £20,000 in wasted time.

While 102 of these patients were admitted to hospital (and are excluded from follow-up), the remaining missed appointments are recorded under our DNA policy. Repeated non-attendance may lead to a review of registration with the practice.

If you can't make your appointment, please cancel as soon as possible — simply click the link in your reminder text or call our main practice number and listen for the 'Check & Cancel' option, available 24 hours a day, 7 days a week.

Practice Closures

Wednesday 26th November - Half day practice closure - 12.30pm - 6.30pm.

Christmas Day - Closed
Boxing Day - Closed
New Years Day - Closed

NHS Friends & Family Test (FFT)

Out of 2,863 responses, 2,795 patients rated us as "Very Good" or "Good"

Recommended (%)

90

June 2025 - to date

Winter Wellness

As the colder months arrive, it's important to look after your health and stay warm.

Keep Warm
Aim to heat your home to at least 18°C, wear layers, and have hot meals and drinks.

Visit Your Pharmacy First
Local pharmacists can help with coughs, colds, sore throats, ear infections, rashes, and more — often without needing a GP appointment.

Manage Long-Term Conditions
If you have asthma, COPD, diabetes or heart problems, make sure you have enough medication and seek advice early if symptoms change.