



In our quarterly newsletters we aim to provide helpful information to keep our patients up to date with recent developments. **This issue: New telephone and computer systems, Flu: Get Vaccinated to Get Protected, Patient Participation Group**

Did you know that the Practice has a new Telephone system?



We've recently upgraded our telephone system to better serve you. When you call us, **please take a moment to listen carefully to the new menu options**, as they have changed.



Updated Call-back Feature

With the change of the telephone system, our call-back feature has also improved. If you choose to request a call-back, please note that the process has changed slightly:

- You'll be asked to confirm your telephone number during the call.
- After confirming, wait to hear the message **"Call-back confirmed"** before ending the call.



If you hang up before hearing this confirmation, your call-back request will not be registered.

Thank you for your attention as we work to make our phone system more efficient and reliable.

Did you know that the Practice will be getting a new Clinical System?



Heads up! We're upgrading our clinical system in the New Year to enhance your care experience.

You may notice some temporary disruptions to our usual services during the transition — thanks for your patience while we make things better for you!

Stay Well This Autumn

Keep warm, stay active, and look out for others this autumn.

- Heat your home to at least 18°C
- Wear layers & keep moving
- Check in on vulnerable neighbours
- Stock your medicine cabinet
- Get your flu & COVID jabs
- Look after your mental health

Let's stay safe, connected, and prepared this season

Protect Yourself This Winter



Get Vaccinated — Stay Safe

Winter viruses like **Flu, COVID, Pneumonia, Shingles, and RSV** can be dangerous, especially for older adults and those with health conditions. These illnesses spread more easily during cold months when we spend more time indoors.

If you've received an **NHS invitation for a free winter vaccine**, don't delay — **book your appointment today** and stay protected.



Important:



Flu vaccines will no longer be available after 1 January 2026.

**Act now. Stay well.
Protect what matters.**



Your Voice Matters!



Did you know our Patient Participation Group (PPG) helps shape the care you receive at our practice? **Together, we're making healthcare better for everyone**



- We listen to your feedback
- We work with staff to improve services
- We support health campaigns and community events
- Want to get involved or learn more?



Interested in joining our PPG? Just pop by reception or check out our website to learn more!

We've also just published the results of our annual Patient Satisfaction Survey—check out our action plan on our social media and website!



Vale Family Compass

Your new single front door to accessing key family support services including:

- Family Information Service
- Families First Advice Lin
- Team Around the Family
- Vale Parenting Service

This new approach brings everything together in one place, making it easier to get the **right support at the right time.**

Compass is here to help families thrive