

October 2026

NEWSLETTER

Your Say: Patient Survey Results

Thank you to everyone who took part in this year's Primary Care Network patient survey.

1,372 Abbey patients responded — more than a third of all the replies across our network — and your answers are already shaping what we do next.

81%



rated their overall experience of
the practice as good

62%



find our online triage forms
helpful

92%



have downloaded
the NHS App

What you told us — and what we're doing

You said: getting through on the phone can be hard.

We're doing: We've reorganised our rota so your call reaches the right person first time. We constantly review our telephone data and act on any gaps. Every online form sent in also frees up the lines for patients who can't go online.

You said: some of you would like help with the NHS App.

We're doing: We're contacting everyone who left details asking for support. Compassionate Kenilworth's free Digital Tech Café at The Kenilworth Centre can also help you get set up — see page 2.

You said: many of you look after someone.

We're doing: Thank you for telling us. We're recording carers on their GP record so we can offer the right support — and carers are eligible for a free flu vaccination. Not told us yet? Just let reception know.

You said: lots of you would like to get involved.

We're doing: Our Patient Participation Group will be in touch with everyone who offered.

Still need your flu or COVID-19 vaccination? There's still time — book with the link you were sent by text or email

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Compassionate Kenilworth

Compassionate Kenilworth is a local charity tackling loneliness and isolation, run by volunteers and a small staff team. Its free-to-access groups and practical support have earned **The King's Award for Voluntary Service** — the highest award a UK voluntary group can receive.

Could it help you, or someone you know?

■ Feeling lonely or isolated

A weekly Tuesday Hub with chat, games and quizzes, plus monthly Sunday Community Dinners.

■ Coping with grief

A monthly Bereavement Café — a gentle space to meet others who understand.

■ Struggling with technology

Free, friendly help with phones, tablets and apps — including the NHS App — at the Digital Tech Café.

■ Living with dementia

Leaflets on local activities and services, and a warm welcome at their groups for you and those who care for you.

■ Wanting to meet people

Relaxed Arts & Crafts sessions — no skill needed — and one-off volunteering at the town's big events.

compassionatekenilworth.co.uk · info@compassionatekenilworth.co.uk ·

Kenilworth Reader and Visitor Service

Do you know someone in Kenilworth whose sight is failing? Since 1971 this small local charity has matched visually impaired residents with a friendly volunteer who visits them at home — for up to two hours, weekly or fortnightly, and completely free.

- Reading books, newspapers, magazines and the post
- Help with admin, such as filing or writing greeting cards
- Or simply company and a good chat

Every volunteer is interviewed, reference- and DBS-checked, and safeguarding trained. Visits are for people with a recognised sight impairment and take place in the home — volunteers can't help with shopping, outings or computer support.

Contact Sue Ling, General Administrator: 01926 853986 · sue@ling-wood.uk

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Online Clinical Triage data for last month

3,836



medical & admin forms
submitted

3,279



calls answered

6,314



appointments booked

Medicines: order what you need

Unused prescription medicines cost the NHS in England an estimated **£300 million a year**. Once medicines have left the pharmacy they can't be reused by anyone else — even if the box has never been opened.

Cut down on waste

- Check what you already have before you order
- Only request the items you need — untick the rest
- Tell us if a medicine has been stopped or changed, or you've stopped taking it
- Check your bag before you leave the pharmacy and hand back anything you don't need there and then
- Don't stockpile — extra kept “just in case” is wasted if your medicine changes

Dispose of them safely

Take unwanted or out-of-date medicines — prescribed or bought over the counter — back to **any pharmacy**. It's free.

Never put them in the bin or flush them down the toilet or sink.

Inhalers too: the gases in them harm the environment, so return used and unwanted ones to the pharmacy.

■ Medication reviews

If we invite you for a medication review, please book in. It's how we check each medicine is still right for you — and stop the ones you no longer need.

■ Order in good time

Order repeat prescriptions a few days before you run out, through the NHS App or your NHS account in any browser — especially around bank holidays.

NEWSLETTER

Protect your health this winter

If you live with a long-term condition, flu isn't just a bad week in bed. It's more likely to make you seriously ill, it can make your condition worse, and it can take much longer to get over.

Your free flu vaccine is one of the simplest things you can do to protect your health this winter.

You can have a free flu vaccine if you have:

Breathing conditions

Asthma needing a steroid inhaler or tablets, COPD or cystic fibrosis

Diabetes

Type 1 or type 2 diabetes, or Addison's disease

Brain or nerve conditions

Such as Parkinson's, MS, motor neurone disease or cerebral palsy

Heart conditions

Such as coronary heart disease or heart failure

Kidney or liver disease

Chronic kidney disease, or liver disease such as cirrhosis or hepatitis

A weakened immune system

From a condition like HIV, or treatment like chemotherapy or steroids

You're also eligible if you're **65 or over, pregnant, a carer**, have a learning disability, spleen problems or a BMI of 40 or above, or live with someone who has a weakened immune system.

Your questions answered

Can the vaccine give me flu?

No. The injected vaccine contains no live virus, so it can't. A sore arm or aches usually pass within a day or two.

I had one last year. Do I need another?

Yes. Flu viruses change and protection fades, so you need a new vaccine every winter.

My condition is well controlled. Do I still need it?

Yes — it helps keep it that way. Flu can knock even a well-managed condition off course.

Can I have a COVID-19 vaccine too?

This autumn it's offered if you're:

- aged 75 or over
- living in a care home for older adults
- aged 6 months or over with a weakened immune system

Eligible for both? You can usually have them at the same appointment — one visit, both done.

Finding it hard to get to us?

Housebound, or find it difficult to get to the surgery? Call us and we'll talk through your options. Worried about the vaccine? Our nurses are always happy to answer your questions.

Book your vaccine today

Use the link we sent you by text or email, or call us on **01926 859955**. You can also get a free NHS flu vaccine at many local pharmacies — book through the NHS App or [nhs.uk](https://www.nhs.uk).