



June 2026

What's been happening in the practice?

March was a very busy month for the practice with the COVID boosters. We vaccinated 508 patients which included our housebound and care home patients.

April we held an easter raffle to raise money for macmillian cancer. All the money we raised will be kept and put together for September when we hold our coffee and cake sale.

Phone Fun facts

Did you know that on average our reception team answer around 377 phone calls a day?

With 4 receptionist answering calls in the morning and 3 in the afternoon this works out that each of our lovely receptionist are speaking to 94 patients each every day.

Between March and May we took 22,655 phone calls. Our peak times for calls are first thing 8:30-10:30 and then in the afternoon 4-5.

We wanted to share this information so patients have more of an understanding when we have long queue times and when the best time to call in for routine or general enquires so you don't get stuck in long call queues.

We also introduced a prescription queries line so you can speak to the pharmacy team (please note this is not for ordering medication as this has to be done in writing or online)

Practice Opening Hours

01603 486602

Monday	08:00-18:30
Tuesday	08:00-18:30
Wednesday	08:00-18:30
Thursday	08:00-18:30
Friday	08:00-18:30
Weekends	Closed

nwicb.hellesdon, repeats@nhs.net
nwicb.hellesdon.managers@nhs.net
nwicb.secretaries.hellesdon@nhs.net

Staff Spot Light

Meet our Pharmacy Team

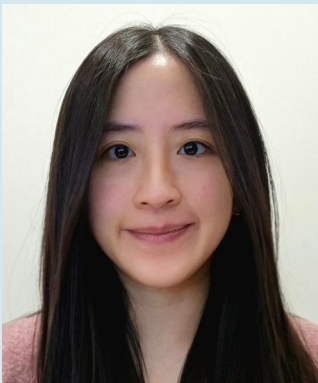


Rachel is our prescription clerk, she has worked in the pharmacy industry for 20+ years and now in general practice for 5 years. She will be the person answering your calls and helping with any prescriptions queries you have.

Rachel helps process all medication updates coming from the hospital, doctors or other services via letters or email.



Kirstie is our Pharmacy technician. She has worked in pharmacies and the prison service for many years but has recently joined us in January. She is currently completing her CPPE course and in a year will be a regular face for your medication reviews. She works very closely with Rachel helping to process all the admin side of the team.

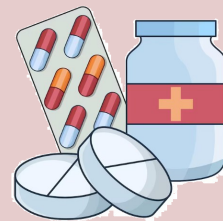


Yvonne is our pharmacist. Yvonne started working with the practice in October and is the first time in general practice after working in pharmacies. Yvonne is also completing her CPPE course and shortly will be starting her prescribing course. Many of you may of already spoken to her as she conducts routine medication reviews. She supports and oversees the rest of the team.

PRACTICE DATA

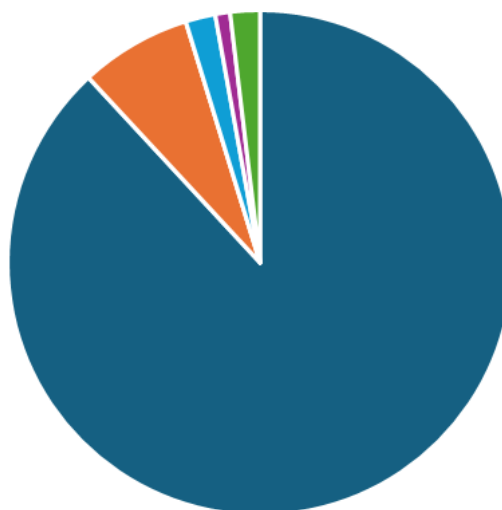
In the last 3 months March—May 2026, we have had....

- ♦ **10,433**
Total Appointments
- ♦ **3487**
Telephone appointments
- ♦ **429**
Did not attend appointments
- ♦ **87**
Home visits
- ♦ **158**
New patient registrations
- ♦ **21,906**
Online consultation contacts
- ♦ **4331**
Prescriptions issued
- ♦ **11,053**
Total amount of patients registered at the practice



May 2026 Friends & Family Feedback

Results



■ Very Good ■ Good ■ Don't Know ■ Neither ■ Poor ■ Very Poor

Practice Staff Updates

We have a new receptionist starting in June called Melissa. We also have some very exciting news to announce, we have recruited 2 new salaried GP's.

Dr Jemima Milone (starting in July) and Dr Isabella Quartey (starting in August) Many of you will already know both Dr's as they have trained with us for the last year.

We will also be sadly saying goodbye to Sandra Mahn our nurse practitioner who has decided to retire. Please join us in wishing her all the best in a well deserved retirement.

Awareness month

June—Men's health awareness month

Key health focus areas

Mental Health & Suicide Prevention: Men face a significantly higher suicide rate than women, making this a central focus for both months. Campaigns emphasize breaking the stigma around expressing emotions and asking for help .

Prostate & Testicular Cancer: Routine screenings and self-checks are highly encouraged, as early detection dramatically improves survival rates

Cardiovascular Disease: Heart disease remains a leading cause of death for men, highlighting the importance of regular blood pressure checks, cholesterol monitoring, and a healthy lifestyle.

July—Sarcoma Awareness month

What is a sarcoma?

Sarcoma is a rare and diverse group of cancers that make up about 2% of all cancer diagnoses. They primarily fall into two categories

Soft Tissue Sarcoma: Develops in tissues like fat, muscle, nerves, or blood vessels

Bone Sarcoma: Also known as primary bone cancer

Key signs and early detection

Early detection is critical for better treatment outcomes, but sarcomas are often mistaken for sports injuries or growing pains. Be mindful of the following red flags

- A lump that is growing, changing, or feels bigger than a golf ball.
- Swelling, tenderness, or persistent pain in or around a bone, especially pain that worsens at night.
- Unexplained stomach pain, loss of appetite, or feeling full quickly after eating.