



March 2026

What's been happening within the practice...

Over the last 2 months we have all been very busy with preparing for the end of the financial year. Making sure all our patients with long term conditions have been in for their yearly review.

We have also welcome some new members of staff to the practice.

What happening over the next few months

COVID spring boosters

From 13th April the covid spring booster campaign goes live and we have started inviting patients in who are eligible.

Who is eligible

- are aged 75 or over.
- are aged 18years to 74 years and have a weakened immune system because of a health condition or treatment.
- live in a care home for older adults.

If you fit the above criteria and haven't heard from us yet please call reception to check your eligible and they will book you in.

Easter Raffle

We are holding a easter raffle in honour of MacMillian cancer support. We have asked patients and staff if they would like to donate a prize and we are selling tickets for 50p or £1 for strip.

Please purchase you tickets at reception... we currently have some lovely prizes on offer.

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

nwcb.hellesdon,peats@nhs.net
nwcb.hellesdon.managers@nhs.net
nwcb.secretaries.hellesdon@nhs.net



Staff Spot Light—Jill

Receptionist Jill is due to retire at the end of the month so thought this would be the perfect time to do a spot light on Jill and her time with the practice.

Jill started working at Hellesdon medical practice in February 2006, Jill has always worked within the reception team and has seen many changes of staff, GP partners and management in her time. She was promoted to head receptionist in February 2020 and has been running the show since. Jill has embraced so many changes within general practice and has seen it all.

Jill was a leaning post for the practice through out covid and supported her team through the stresses and changes we had to adapt too quickly.

Jill runs a very tight ship on reception and has very high expectations of the team she trains and supports. Her favourite part of the role is being let loose with the laminator and label maker, Jill always makes sure we are well organised.

It's a huge lost to the practice and reception team to say goodbye to jill but please join us in celebrating Jill and wishing her the best retirement.

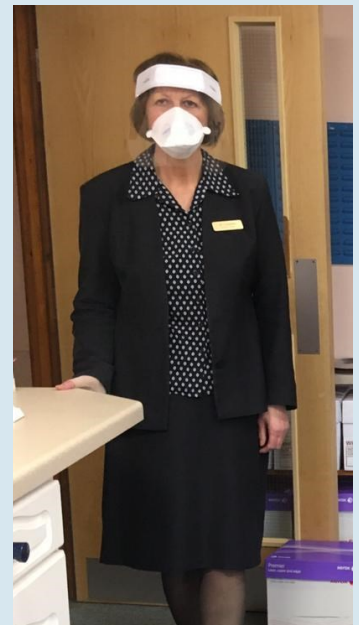
Message from Dawn (patient) - Wish her all the happiness in her retirement. Jill was always so helpful

Message from Sandra (admin) - Jill having worked with you over the last 20 years we certainly have a few stories to tell but too many to share in this newsletter haha. You have been my 'ole mucker' through the years sharing up's and downs. I will miss you and the 'mutters' especially, thank you. It's your time now to relax and enjoy quality time with your family xxx.

Message from Emma (manager) - Jill has been a delight to work alongside for the last 4 years. She always presents herself in such a professional manner but behind closed office doors she is our naughtiest member of staff, often pulling pranks, hiding equipment and generally up to mischief. We are going to miss Jill so much.

Message from Ann (receptionist) - Jill is a wonderful colleague. So kind, generous and always thinking of others before herself with a wicked sense of humour. She will be so missed.

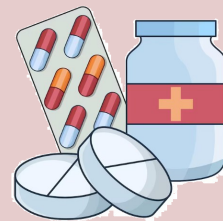
Message from GP partners - The partners would like to extend our heartfelt thanks to Jill as she prepares to retire in March. Jill has been with us since February 2006 and has been an invaluable part of the practice, becoming Head Receptionist in February 2020. She has always been reliable, calm under pressure, and deeply respected by both colleagues and patients for her kind and steady manner. Jill will be greatly missed, but we wish her all the very best for a happy and well deserved retirement.



PRACTICE DATA

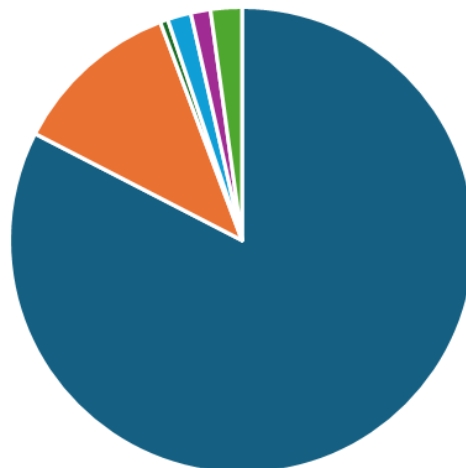
In the last 2 months January – February 2026, we have had....

- ♦ **9,123**
Total Appointments
- ♦ **2,566**
Telephone appointments
- ♦ **314**
Did not attend appointments
- ♦ **214**
Home visits
- ♦ **125**
New patient registrations
- ♦ **7,729**
Online consultation contacts
- ♦ **2,949**
Prescriptions issued
- ♦ **11,091**
Total amount of patients registered at the practice



February 2026 Friends & Family Feedback

Results



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

Practice Staff Updates

We have had a few new receptionist join us in the last couple of months. Lilly and Lea have started with us already and Kelly and Sam are joining in April.

Please join us in welcoming them to our practice.

Kirstie our new pharmacy technician who started at the end of January has settled in well into her new role and proving to be a huge asset to the pharmacy team.

Awareness month

DEVELOPMENTAL DISABILITIES AWARENESS MONTH

Each year in March, Developmental Disabilities Awareness Month focuses increased awareness on the needs of those with developmental disabilities. The observance also highlights their potential in schools, work, and home.

A developmental disability is a condition usually diagnosed during a child's development and before adulthood. Developmental disabilities impair several areas of development such as physical, learning, language, or behaviour.

A variety of conditions fall into the category of developmental disabilities. However, early diagnosis is one of the keys to limiting the impact of a disability on a child's long-term development. Developmental milestones such as language, response to sounds, walking, and following simple instructions are just a few milestones in a child's development. Families and physicians monitor these milestones to identify possible delays.

The month also highlights programs and tools that assist those with developmental disabilities to reach their fullest potential. Organizations specializing in the needs of those with developmental disabilities are constantly improving access to resources and increasing the general public's awareness.