Stubbington Medical Practice Newsletter

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NHS APP FEATURES

* Book blood test appointments
* View your health record
* Order repeat prescriptions
* Find out what to do when you need help
* Register your organ donation decision
* Find out how the NHS uses your data

UPDATE TO ECONSULT

It was recently announced that from October 2025, practices will need to keep their online tool (eConsult) open from 8am to 6:30pm for 'non-urgent appointment requests, medication queries and admin requests'.

NHS England's primary care director Dr Amanda Doyle said: 'We want patients to contact their practice, by phone, online or by walking in, and for people to have an equitable experience across these access modes. This will be a key intervention in the government's ambition to end the 8am scramble.

In preparation for the full implementation of extended eConsult hours in October, we will be conducting a trial period from May 6th to May 30th. During this time, eConsult services will be available Monday to Friday from 8am to 6:30pm

eConsult is for non-urgent or routine medical and administrative requests only.

If you have an urgent medical concern, please call the practice between 8am-11am & 2pm-5pm to be added to our urgent care list.

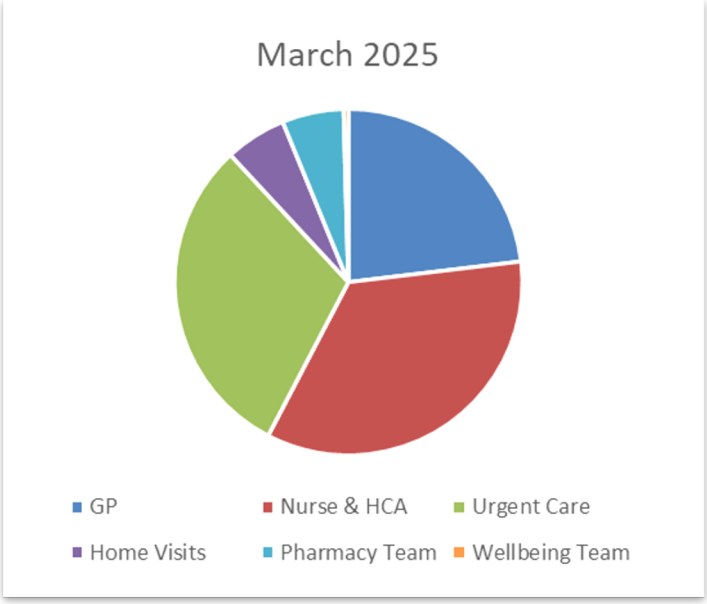
While we strive to review eConsults as quickly as possible, high demand may lead to a wait time of over 24 hours. If your issue is urgent, submitting an eConsult may delay necessary medical care.

This trial period will allow us to assess demand and implement the necessary infrastructure to manage eConsult requests safely and eficiently in the future.

Before submitting an eConsult, please consider whether your concern can be addressed through other available services:
Pharmacies can assist with minor illnesses and prescribe medications for conditions such as contraceptive pills, ear infections, impetigo, infected insect bites, shingles, sinusitis, sore throat, urinary tract infections
Self-referral services are also available for certain medical needs. Please visit our website for more information: Self Referral - Stubbington Medical Practice

We appreciate your support and understanding as we work to improve accessibility for all patients. Thank you for your cooperation.

Appointment Data



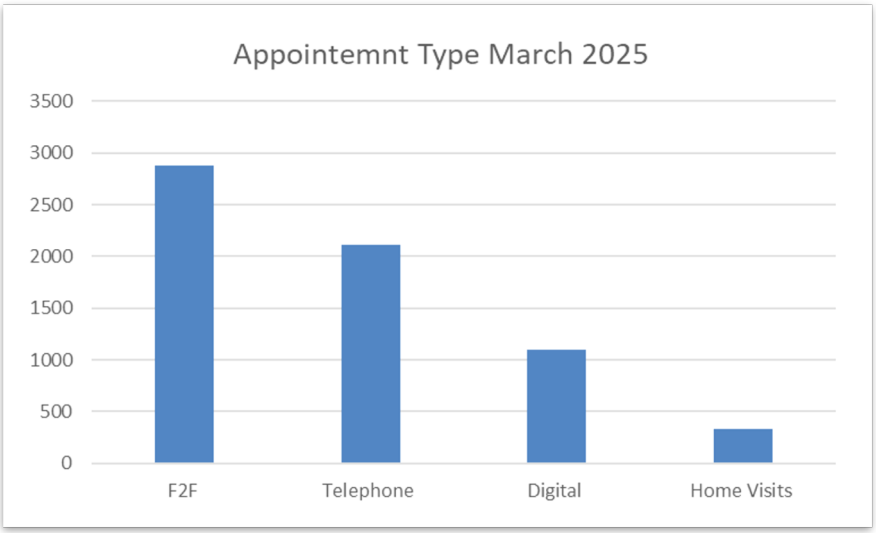
There were 6420 appointments booked in March! These include face-to-face, telephone, digital appointments and home visits.

The chart on the right shows the different teams at the practice and the proportion of appointments for each team.

Our practice is home to a wide range of healthcare professionals – not just GPs and nurses. We also have healthcare assistants, pharmacists, pharmacy technicians, physiotherapists, and wellbeing coaches, all trained in their own areas of expertise.

These team members work alongside our GPs to provide high-quality care and help make our services more accessible. With a broader team in place, we're able to see more patients and offer the right support at the right time.

This chart below shows the number of appointments by appointment type. We understand that many patients prefer to be seen in person, which is why our GP appointments are offered face-to-face by default. If you would prefer a telephone appointment instead, just let us know – we're happy to accommodate your preference. Digital appointments include eConsults which do not need a two way conversation between the patient and clinician. For example, if you're requesting repeat treatment for a condition like hay fever or eczema, an eConsult may be all that's needed to issue a new prescription. In some cases, if you've provided enough information in your eConsult, the GP may be able to make a referral or arrange investigations such as blood tests – all without needing a consultation. This helps ensure that by the time you do see a GP, any necessary tests or steps are already underway, reducing the need for follow-up appointments.



New GP Partner Dr Sek

We are pleased to welcome Dr Tom Sek as a new partner at Stubbington Medical Practice, taking over from Dr Knighton.

Many of our patients will already be familiar with Dr Sek, as he has been supporting the practice over the past year during a maternity leave cover and previously completed part of his GP training with us. We are delighted to have him join the team on a permanent basis.

Patients previously under the care of Dr Knighton have now been automatically reassigned to Dr Sek.

COVID VACCINE SPRING BOOSTER

Our Spring Booster Clinic took place on Saturday 12th April and was a great success, with over 830 patients receiving their vaccination.

We'd like to extend a heartfelt thank you to all our patients who attended, as well as to the members of our Patient Participation Group (PPG) and our dedicated staff who helped make the day run smoothly. Your support and teamwork are truly appreciated!

Below are some comments from our patients:

- *Very well organised to deal with a large number of people. I have no complaints but consider myself very fortunate.*
- *Always professional, friendly and supportive service to our community*
- *Didn't have to wait too long. Everyone was so polite and cheerful.*
- *Went for my Covid jab, greeted with lovely people, cheerful and kind. Very, very well organised. Well done Stubbington, Nurses and Staff.*

We have limited vaccine available, if you are eligible and would like a COVID vaccine please speak with the reception team who can advise if we any availability.

GIVING BACK TO OUR COMMUNITY

We're proud to share that staff at the practice will be volunteering with local community groups as a way of giving back to the Stubbington community.

In the coming weeks, our team will be joining the Stubbington Voluntary Gardening Group to help keep the village looking blooming lovely! The group is always grateful for donations of daffodil and tulip bulbs—every little bit helps brighten up our shared spaces.

We've also started a collection for the Women's Refuge and other local charities to offer additional support to those in need.

If you know of any local groups or charities looking for extra hands, we'd love to hear from you! Please get in touch and let us know how we can help.

GOING GREEN

As part of our commitment to being more environmentally friendly, the practice is increasing its recycling efforts and has recently introduced food waste bins to further reduce our environmental impact.
We're also encouraging patients to help us cut down on paper use by making the most of our digital tools. Wherever possible, please consider using email, text messages, and online forms to communicate with us.
We use AccuRx, a secure messaging system that allows us to send emails and texts to patients. It also includes questionnaires that help us keep your medical records up to date—completing these online saves time and reduces the need for printed forms.
Of course, we will always continue to support patients who are unable to use digital tools and will still accept paper when needed.
Together, we can make a positive impact—thank you for your support!

FOR A GREENER NHS

Bank Holidays

Easter Bank Holiday		May Bank Holiday	
Friday 18th April — CLOSED		Monday 5th May — CLOSED	
Monday 21th April — CLOSED		Monday 28th May — CLOSED	

If you require any urgent medical assistance on these days please call 111 or visit the NHS 111 website which us www.111.nhs.uk

Specimen Sample Containers

If a clinician has asked you to provide a specimen (such as a urine or stool sample), please make sure to collect an oficial sample kit from reception.

To ensure accurate results, the practice can no longer accept samples that are not in the correct, sterile containers. This change was made after a number of samples had to be rejected due to contamination caused by unsuitable containers.

We have plenty of approved sample kits available at the front desk, so please drop by and pick one up when needed.

Friends and Family Test Results

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how. Below are some of the comments we've had recently from our patients.

- *A friendly, effective and eficient service*
- *On time & good communication*
- *Receptionist were helpful and the doctor explained everything well.*
- *I have always had a positive experience at the surgery. Friendly and professional.*
- *I always feel heard and supported by my surgery, from getting an appointment to seeing my GP*
- *Ease of booking-reminders sent-seen on time-friendly staff. A smooth experience!*
- *Receptionist was very helpful, practitioner was personable eficient and professional.*
- *Very good service as always*
- *Very rarely do I have any problems getting an appointment or some helpful advise when needed.*

In March 2025 a whopping 94% of the patients who completed our Friends and Family Test rated the practice either good, very good or excellent! We carefully review all comments and suggestions submitted by our patients. Your feedback is important to us and plays a vital role in helping us improve the services we provide.

Thank you for taking the time to share your thoughts — your input truly makes a difference.