

Sheet Street Surgery Newsletter

June 2024

Summer Newsletter

We are delighted to bring you the next addition of our newsletter, please keep reading to learn about what has been happening at the surgery and for updates to initiatives in the wider NHS community.

How we are helping you

NHS
App



As a surgery we continue to promote the use of the NHS App, videos have now been released which can talk you through how to use the app. Please use the QR Code access these.

Sleepio

We all know that good sleep matters not only for our physical wellbeing but also our mental health. Frimley healthcare have linked with the Sleepio app which can give you helpful advice and sleep tips.

[Click image to access](#)

How we are doing

Thank you for all your lovely feedback over the past few months. **95%** of our patients rated us a good or very good from March to June.

We had **10,429** appointments available to book between March and May 2024.

2.8% of patients did not attend which equates to 267 wasted appointments. Thank you to those 969 patients who cancelled their appointments freeing them up for someone else.

People who help us help you



We are lucky to have 2 clinical pharmacist who work at the surgery. Here is a little more information on what they do...

[Click image for more information](#)

A Clinical Pharmacist is here to make sure your medication is working for you. They have expert knowledge of medications and long-term conditions. It might be that when you contact us, we may arrange for you to see them based on your needs. They will listen to how your medication is affecting you before making any adjustments to improve your wellbeing.

They are just one of our healthcare professionals who work together with our GP's. Their unique skills, knowledge and experience let us give you the right care, at the right time, from the right person all within our surgery.

Surgery News

We welcomed our new Operations Manager Stacey into the practice in April. She comes with a wealth of experience to our team, and we are all looking forward to working together.



In May Dr Babber and our Business Manager attended a Frimley ICB event where we were asked to hold a market stall to discuss all the positive changes which we have been making at the surgery linked with the General Practice Improvement Programme.

It was a great success and we thank all our patients for coming on this journey with us.

“Excellent services from beginning to end”

Please do leave us a [Google review](#) if you have had a positive experience at the surgery.



PPG News

Members of the PPG along with surgery staff hosted 2 Digital drop-in session which were extremely popular.

The aim of these sessions were to show patients how to download and login to the NHS app and how to access e-consults on our website. Due to the popularity of the event, they were a little crowded so after listening to feedback from participant we will be hosting smaller session where you book into a particular date so please watch out for a text message to invite you to book in.

Following our Spring meeting we have a lot of exciting ideas on how to help our community, we are working on Menopause webinars and frequently asked question videos provided by our GPs, Physiotherapists and Mental Health practitioners along with many other healthcare professional who we work with.

We look forward to letting you know more about these events soon.

Did you know...

When one of our Reception staff offers you an appointment at King Edward VII Hospital that this is an extension of our service. It is not separate to the surgery we all work together to provide you with as many appointments as we can.