# 📢 Summer Practice Newsletter

# Celebrating Progress and Looking Ahead

# The word summer written in sand

# Dear Patients,

# We’re pleased to share some exciting updates and achievements from your GP practice. It's been a busy and productive few months, and we’re proud of the progress we've made—with much more on the horizon!

# 🌟 Excellent QOF Achievement

# We are delighted to announce that our practice has achieved 92% in the Quality and Outcomes Framework (QOF) targets this year. This national benchmark reflects our commitment to providing high-quality care across areas such as long-term condition management, patient safety, and preventative health.

# We thank our dedicated team and, of course, you—our patients—for working with us to reach this standard.

# 🔧 Practice Improvements Underway

# We are continually striving to enhance the care and service we provide. Here are a few key projects currently in progress:

# Website UpgradeWe’re in the process of updating our website to make it more user-friendly, informative, and accessible. Soon, you'll find it easier than ever to contact us, access self-help resources, and stay informed about your health.

# High-Risk Medication Recall SystemWe are developing a more efficient recall system for patients on high-risk medications. This will help ensure regular monitoring and safe prescribing practices, keeping your health and safety at the forefront.

# 💬 Friends and Family Test (FFT)

# After your appointment with a clinician, you may receive a text message asking for feedback through the Friends and Family Test. This quick survey helps us understand how we’re doing and where we can improve.

# We’re pleased to report that 87% of patients give positive feedback, particularly in their experiences with our reception team, doctors, nurses, and HCAs. Thank you for your support—it means a lot to us.

# 🔍 Prevalence Project – Improving Patient Records

# We're currently running a Prevalence Project, which involves auditing patient’s medical records to identify anyone who may have a long-term condition that hasn’t yet been officially diagnosed in their medical history. This ensures that all patients get the appropriate care, monitoring, and support they need.

# 🙌 Thank You for Your Support

# Your feedback and engagement continue to shape the way we deliver care. If you have suggestions or comments, we’d love to hear from you. Together, we can keep making the practice better for everyone.

# Stay well,Central & Thorpe Surgeries