

Wychbury Medical Group

Newsletter—Spring 2026



WYCHBURY
MEDICAL GROUP

What happened in 2025?

Here is a little summary of all that went on here at Wychbury Medical Group in 2025:

- 1,794 new patients were registered with us—bringing our total list size to 22,875 as of 31.12.25, which is an increase of 188 compared to the end of 2024
- We delivered 125,128 appointments—that’s an increase of 1971 compared to 2024
 - 63% of these were face to face
 - 24% were telephone calls
 - 3% were home visits
 - 10% were delivered online.
- Overall 121,932 calls were answered, with an average queue time of 5 minutes
- Within our administrative team we processed:
 - 75,698 acute and 399,833 repeat medication issues
 - 7,036 routine, 872 urgent, and 1,309 Two Week Wait referrals were completed
 - 540 Advice and Guidance queries were processed
 - 514 medical reports were completed
- Our Friends and Family feedback results show that on average 95% of our patients would recommend us following their contact with the surgery
- The number of online requests has increased. We received:
 - 15,249 repeat prescription requests
 - 2,998 repeat sick note requests
 - 4,748 ‘Get Help with any Health Problem’ forms were completed
- 57% of patients are now registered for the NHS App, an increase from 49% in 2024.

CQC Assessment

In November we had a Care Quality Commission (CQC) assessment.

We were rated Good across all five CQC domains—Safe, Effective, Caring, Responsive and Well-led—with an overall Good rating, matching our 2016 result.

We are especially proud to have been rated as Outstanding in two areas: Workforce wellbeing and enablement, and Safe and effective staffing.

A couple of areas for improvement were identified, but there is already a plan in place for these and they are being acted on accordingly.

Inspected and rated

Good



MMRV vaccinations

There has been a change to the MMR (Measles, Mumps and Rubella) vaccine so that it now contains protection against chickenpox (Varicella).

This will routinely be part of the childhood vaccination schedule and offered at 12 months and 18 months of age. For those born before 2025 this schedule can vary depending on what vaccines have already been given and when. But this will all be explained by the practice nurse at immunisation appointments.

MMR vaccines are still available for older children and adults who have not have the recommended two doses.

If you are unsure about your MMR immunisation status please contact the practice and we can check your records and get you book in for boosters if required.

Greener Practice

We are proud to have achieved the Silver level Green Impact for Health award, recognising our commitment to sustainability.

The Green Impact toolkit was submitted by the practice in September and, after audit and moderation, we were awarded Silver

The report highlighted good practice in staff education, promoting health lifestyles, safe disposal of inhaler devices, and work with the social prescribing team to support vulnerable patients.



Easter Collection

As part of the initiative to make patient's time in hospital better over Easter, our team helped with donations of Easter eggs and other gifts which were then given to Russells Hall Hospital for distribution over the holiday.



Covid Spring boosters

We will not be offering Spring booster Covid vaccinations in surgery, instead eligible patients are directed to their local participating pharmacy. Any housebound patients who wish to have the booster vaccine will be passes to a third party provider to deliver the vaccine.

Eligible groups for this booster vaccine are: Adults aged 75+, Care home residents (older adults) and Immunisuppressed individuals aged 6 months and over.

A message from our Patient Participation Group (PPG)

Early in 2025 the PPG met for the first time since Covid. The attendees (all practice patients) were all new to the group. We are all volunteers who are keen to support our practice. Membership is open to anyone who is a registered practice patient. We were all a little unsure about what a PPG was, what if wanted to achieve, or how we could achieve it. Following our first meeting, we did our research, utilised the experience of other established PPG's and the information available from the National Association of Patient Participation Groups to set up our own group and establish an agreed way to work. Several meetings later, and after much discussion, we settled on our initial 'Action Plan' trying to support the surgery with some key issues they had identified. As a newly established volunteer group, we are still very much 'feeling our way' with our role, but I know that we are resolved to fulfil our aims of:

- Facilitating good relations between the GP Practice and patients
- Working collaboratively and positively with the Practice to improve services and facilities for patients
- Acting as a sounding board for Practice staff on issues affecting patients
- Building effective two-way communication and co-operation between the Practice and patients, other individuals, organisations in healthcare, and those within the practice boundary
- Supporting the Practice, GP's and other staff at Wychbury to bring about positive change at Wychbury Medical Group and the wider NHS services.

Many thanks to the commitment shown by David Whyley (Vice Chair), the other PPG members and Wychbury Medical Group for their support. In order to build a true partnership between the practice and patients, Doctors attend our meetings, and practice manager Sarah, liaises with us and keeps us informed of developments within the Practice.

In time our role will inevitably change and develop, but we will endeavour to remain true to our aims. Please see our notice boards in each practice waiting room for more details and news from our PPG. If you would like to contact the PPG please write to us care of the practice and mark your envelope 'for the attention of the PPG'.

Lesley Jeynes-Bates