

Amwell Surgery Patient Support Group

The newsletter for the Amwell Surgery written by patients with support from the practice.

A warm welcome to the **September 2026** issue of the Amwell Surgery **PATIENT SUPPORT GROUP** Newsletter. We hope that this finds you in good health and helps you to make the most of your interaction with the surgery.



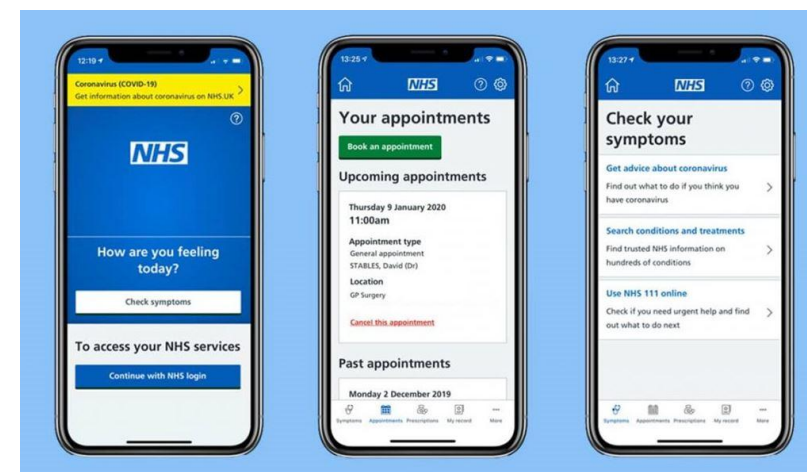
How can you have your say?

- ❖ Via the Surgery website <https://www.amwellsurgery.co.uk/Friends and Family Test>
- ❖ Come and join us at PSG meetings these take place quarterly at the surgery. The date of the next meeting is Wednesday 9th December at 6.30 p.m. Please leave your contact details at the Surgery reception and a member of the PSG will contact you.

Surgery Update

- ❖ **Team Update** Dr Rachel Alsos and Dr Claire Kerry are on maternity leave. Dr Alex Lee is providing maternity cover.
- ❖ **NHS App**
- ❖ **The NHS App – how it can help you** - using your NHS account via the App, online or on a smart phone
- ❖ View and manage prescriptions
- ❖ Check if you need urgent medical help using 111 online
- ❖ View your GP health record
- ❖ View or manage upcoming and past appointments, referrals, waiting lists and follow ups
- ❖ Check test results
- ❖ Provide feedback via the Friends and Family Test
- ❖ You need to be over 13 to access the NHS App and registered with a GP in England
- ❖ To use the App online you will need an NHS login. You can create one if you do not already have one. You need to prove who you are to use most NHS App services.

- ❖ You can also download the NHS App on your smartphone or tablet.
- ❖ If you need help, please contact the surgery and their digital ambassadors will be happy to assist.



Friends and Family Feedback 2025

2,886 responses show consistently strong patient experience.

2,886

total responses

95.1%

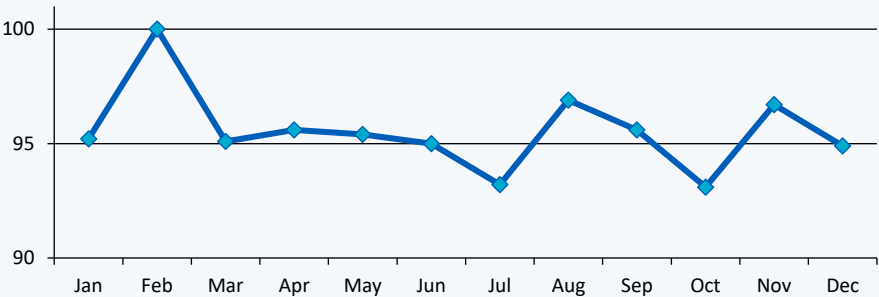
positive

79.1%

very good

Positive feedback stayed above 93% every month

Percentage rating their experience "Very good" or "Good"



Key messages

- More than 95% of responses were positive.
- Nearly 4 in 5 responses rated the service "Very good".
- The lowest monthly positive score was 93.1%.

Overall feedback breakdown



It's flu vaccination time

Protect yourself this winter

The NHS flu vaccine is offered each autumn or winter to people at higher risk of becoming seriously ill from flu.

You may be eligible if you:

- are 65 or over, including anyone turning 65 by 31 March 2027
- are 18 to 64 with certain long-term health conditions
- are pregnant, live in a care home, or are a main carer
- live with someone who has a weakened immune system
- are a frontline health or social care worker

How to get your vaccine

Book online or in the NHS App, ask a participating pharmacy, or contact the surgery.

If your text link has expired, **contact the surgery.**