**SUNBURY HEALTH CENTRE UPDATE**

**Practice Website**

Since the new website launched, as part of a roll out across Practices in Surrey, feedback from patients, the Patient Participation Group (PPG) and Practice staff has been provided to Surrey Heartlands who commissioned the websites.

Consequently, an adjustment has been made to make accessing the Online Request Form more prominent, and we have asked for the Patient Feedback Form to be reinstated.

We have provided feedback on some of the forms that were on the previous website and are not currently available on the new website, e.g. the Blood Pressure Form, and are pushing for these to be restored.

Usage of the website has been encouraging and we are receiving over 1,000 Request Forms per week.

The website is just one way to access our services. Whether you use an online form via the website, call us, or visit in person, the Practice will ask you what you need help with and will use the information to triage and choose the most suitable health professional or Practice team member to help you.

**Flu**

Thank you to those patients who have supported the Practice in attending for their Flu jab. As at mid-October we have vaccinated 1,674 patients with a further 1,199 booked into future Flu Clinics.

All those eligible for a Flu vaccination have been invited to book an appointment. If you have not yet booked, we strongly advise you to make a booking – Flu is a serious disease.

The Practice Flu Programme is also an important source of income to help improve our services.

**Appointment Update - September**

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| Number of appointments booked at the Practice in September | **7,553** |
| Number of appointments not attended (DNA) in September | **333** |