

The Grange Practice Patient Newsletter

AUGUST 2026



WELCOME!

This month we're pleased to share detail of our new digital call handler - Andi,' back to school advice and information on immunisations as August is national immunisation month.

A NEW WAY TO REQUEST APPOINTMENTS BY PHONE

On Monday 27 July 2026 we introduced a new way to manage appointment requests by phone, making it quicker and easier for patients to access the care they need.

When you call the practice and select the appointment option, you'll be connected to Andi, our new digital call handler.

Rather than waiting in a telephone queue, Andi will ask a few simple questions about your health concern and record the information you provide. Your request is then sent securely to our clinical team, who will review it and decide on the most appropriate next step. This helps ensure that every patient is directed to the right clinician or service as quickly as possible.

What are the benefits?

- No long waits on the phone to request an appointment.
- Your request goes directly to our clinical team for assessment.
- Every request is reviewed by a clinician, ensuring you receive the most appropriate care.
- Quicker access to the right service, whether that's an appointment, advice, or another form of support.
- You can still speak to a receptionist if you need help or are unable to use the digital call handler.

What do I need to do?

Simply call the practice as usual and select the appointment option. Andi will guide you through a few questions, just as a receptionist would, to help us understand how we can best help you.

Our reception team will continue to be available for general enquiries, prescription queries, test results, and to support anyone who needs additional assistance.

We hope this new system will reduce waiting times, improve access to care, and make requesting an appointment easier for everyone

If you have any questions about the new system,

Please speak to a member of our reception team, who will be happy to help.



In July, we recorded 174 DNA (Did Not Attend) appointments.

AUGUST IS NATIONAL IMMUNISATION MONTH

August is National Immunisation Month, a timely reminder of the vital role vaccines play in protecting our health. Immunisation is one of the greatest public health achievements, helping to prevent millions of serious illnesses every year and protecting people of all ages.

Vaccination is one of the safest and most effective ways to protect yourself, your family and your community. By helping your immune system recognise and fight infections, vaccines reduce the risk of becoming seriously ill and help prevent diseases from spreading. They also provide important protection for those who are unable to be vaccinated themselves, such as newborn babies and people with certain medical conditions.

The NHS offers a range of free vaccinations throughout life. These include routine childhood immunisations, seasonal flu vaccines, COVID-19 vaccines for eligible groups, and vaccines to protect against shingles, RSV and pneumococcal disease. Each vaccine is offered at the time it provides the greatest benefit, so it's important to attend when invited.

If you've received an invitation for a vaccination, please book your appointment as soon as possible. If you're unsure whether you or your child are up to date with vaccinations, or think you may have missed one, don't worry—it is often possible to catch up.

Our team is happy to check your vaccination record, answer any questions you may have and advise which vaccinations you or your family may be eligible for.

Protect yourself. Protect your loved ones. Protect your community. Get vaccinated.

Going Away?

Don't Forget Your Medication!

Heading off on holiday or planning for the Bank Holiday?

Order your repeat prescription early to avoid running out of medication

 Use the NHS App to request your repeat prescriptions quickly and easily – anytime, anywhere.

all from your phone!

DID YOU KNOW?

- Your heart beats around 100,000 times every day! ❤️
- Your skin is your largest organ, covering around 2 square metres.
- Your body contains around 37 trillion cells, all working together to keep you healthy.
- A good night's sleep helps your body repair itself and supports your immune system.

Back to School Health

Help your child get off to a healthy start this school year!

Before term begins:

- ✓ Check you have enough regular medication, such as inhalers or allergy medication.
- ✓ Make sure inhalers and adrenaline auto-injectors are in date.
- ✓ Check your child's routine vaccinations are up to date.
- ✓ Encourage healthy habits – good sleep, healthy eating and regular handwashing.

Most coughs, colds, sore throats and tummy bugs can be managed at home with rest, fluids and advice from your local pharmacy.

Choosing self-care and using your pharmacy for minor illnesses helps keep GP appointments available for patients who need them most.