

The Lennard Surgery

NewsLetter

March 2026



Photo taken by Dr Mutch

Patient-led Gardening Group

Dr Vassallo has proposed a patient-led gardening group to utilise the Practice's garden. This is a great opportunity to promote community engagement and well being while hopefully producing some herbs/vegetables for patients to use. The Partners are very supportive and willing to fund raised beds.

Dr Hartley has already planted 2 cherry trees!

If you know of any grants or funds that could be available to help us start the garden please let us know.

If this is something you may be interested in and would like to become involved with please contact lennardsurgery@nhs.net.



In January, we said our goodbyes to Nikki, who has been a valued member of the Lennard Surgery team for an incredible 22 years. Nikki has decided to take a well-earned retirement and spend more time enjoying her passion for travelling.

That said, this isn't a complete goodbye! Nikki will still be returning to the surgery on a casual basis, so don't be alarmed if you spot her smiling face walking down the corridor from time to time.

Here's what Nikki had to say:

"After a nursing career, I started at TLS 22 years ago in an admin role. After 10 years, I missed patient contact, so I moved into the nursing team as a phlebotomist. Whilst doing this, I developed the HRTea and Biscuits menopause education sessions four years ago. I'm now working behind the scenes on a casual basis so that I can work around my travel adventures."

We wish Nikki all the very best in her retirement and look forward to hearing all about her travel adventures when she pops back in to see us.

The Lennard Surgery

IN FEBRUARY 2026

34 patients did not attend their booked appointment

Appointment at your GP practice

Can't make it? Don't need it?

CANCEL IT!



If you have an appointment and cannot attend or wish to cancel, you can cancel your appointment via your reminder text message, NHS App, Patient Access or please telephone us on 0117 964 2211 at your earliest convenience and use our automated system or speak to a care navigator if you wish to rearrange your appointment.

Did you know?

Minor illnesses (listed on the NHS website) can be managed by pharmacies freeing up GP time for more complex issues. Pharmacists can also offer advice and support for self care treatment with over the counter medicines. Conditions they can offer prescription medicine for are:

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
 - earache (aged 1 to 17 years)
- sore throat (aged 5 years and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16 to 64 years)
- shingles (aged 18 years and over)

Vaccination Programmes

Good news! The flu vaccination programme was successful with minimum wastage. There also was an improved take up for the COVID-19 vaccination despite NHS England's communication causing confusion about those entitled to receive the jab.

The Practice will be providing Spring and Autumn COVID-19 Vaccinations. These come in vials of 6 doses requiring 6 patients to be booked into avoid wastage.

More information on how to book and who is eligible will be sent out via text message and letters very soon...

Nursing Team Matters

The following Hints & Tips should help make your appointment with a member of the nursing team more effective.

1. Blood Pressure checks - try to stay hydrated during the hours before your check and arrive up to 10 minutes early for your appointment to allow time for resting. This will enable a more accurate reading.

2. If you have been given a timed appointment (e.g 30 minutes), please arrive at the beginning of your time slot.

The duration of the appointment has been calculated to allow enough time for tasks to be completed such as dressing changes.

Carers Support

At The Lennard Surgery, we are committed to working closely with carers.

In October 2025, we reached out to nearly 350 registered carers to better understand how our Practice can support you and the people you care for.

By registering with us, we can share useful information, link you with local support services, and offer greater flexibility when arranging appointments - even if the person you care for isn't registered here.

Carer's packs are available in Reception or via our website, and we strongly encourage all carers to complete one. We've listened to the feedback gathered through this survey and have worked to address the concerns raised in our 2025 Carer's Update - please see our website for more details.

Missed Appointments/ Did not Attend

Higher DNA rates have been observed for routine appointments recently, particularly among younger patients. If you no longer need your appointment, please cancel it so that it can be offered to another patient. This is easy to do via the text message reminder you receive, the NHS APP, Patient Access or by selecting the cancel option on our telephone system.

We understand that sometimes due to circumstances outside our control e.g. traffic, being reliant on others for lifts to surgery patients are unavoidably late. We would appreciate you letting us know if this happens so we can try and work round the appointment.

Thank you for your help in doing this so we don't waste a valuable appointment unnecessarily.

Give us your feedback!

Let us know what you would like to see on our next NewsLetter
Email lennardsurgery@nhs.net with suggestions.