

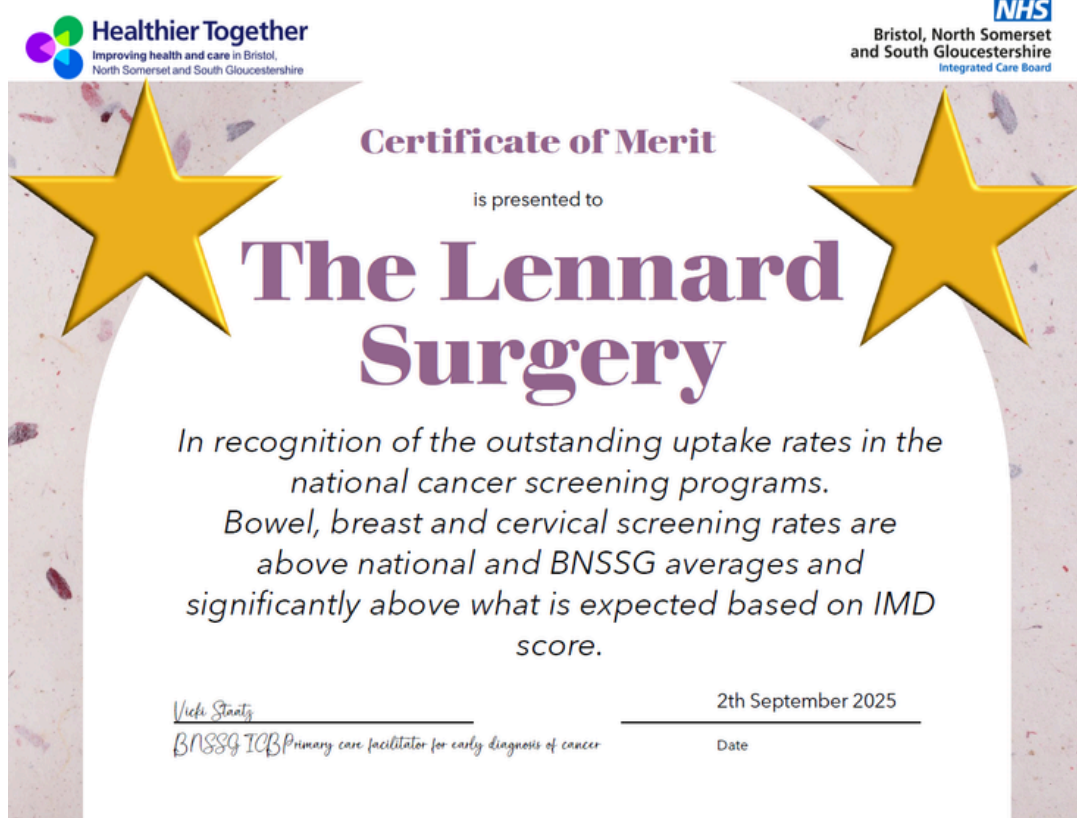
ANNUAL REPORT 2025



**The
Lennard
Surgery**

2025 AT A GLANCE

In September 2025 the practice was awarded a 5-Star Quality Award from the BNSSG ICB Primary Care Cancer Care Team in recognition of the outstanding uptake rates in the national cancer screening programs, bowel, breast and cervical screening rates were above national and BNSSG averages and significantly above what is expected based on our IMD score.



APPOINTMENT DATA

TOTAL APPOINTMENTS IN 2025 = 75,729

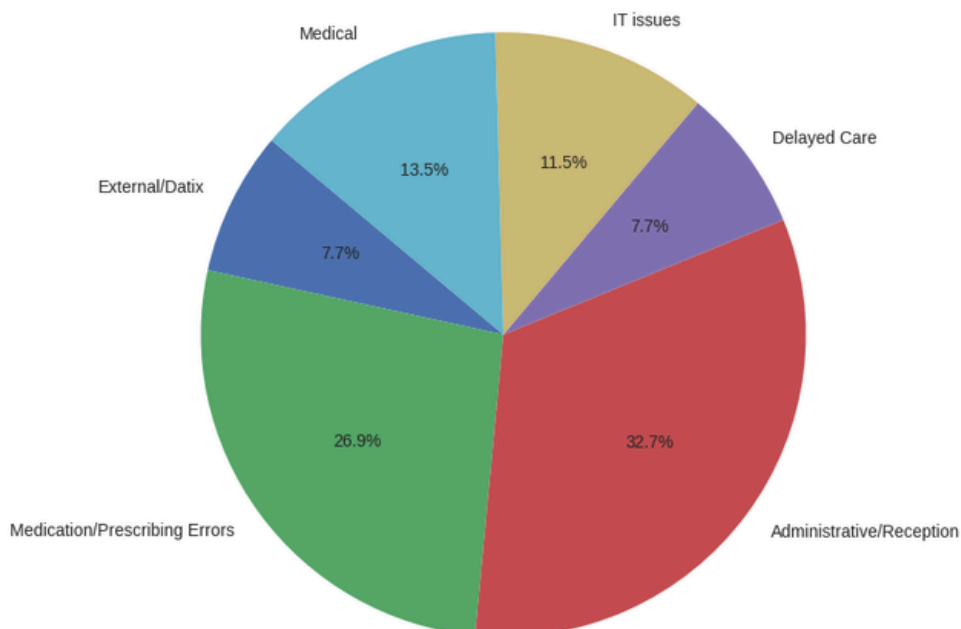
A weekly average of 1,456 appointments

MISSED APPOINTMENT DATA

TOTAL DNA'S IN 2025 = 1927

Total days lost to DNA's - 60

LEARNING EVENTS

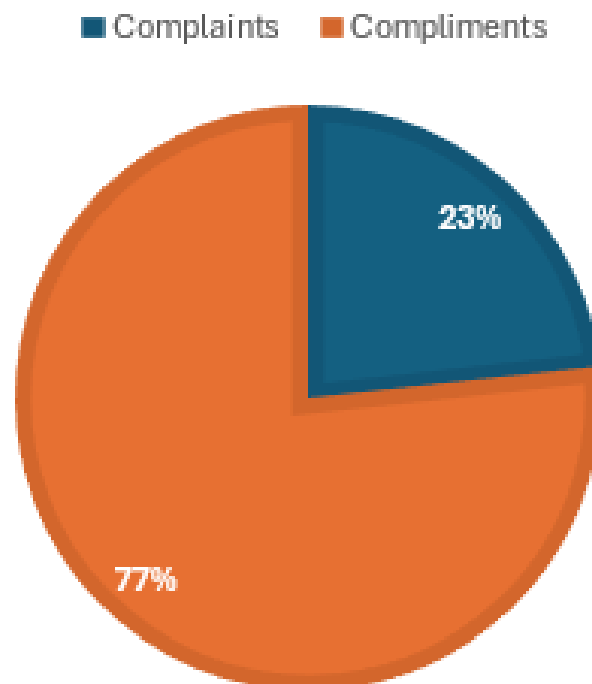


The practice learning events reflect a mix of operational issues and positive learning opportunities. While categories such as Administrative/Reception, Medication/Prescribing Errors, and IT issues highlight areas where processes can be strengthened, the Medical category represents cases where the team has gained new clinical insight rather than an error occurring.

This balance shows that the reporting system is being used not only to flag challenges but also to share valuable learning that supports continuous improvement across the practice.

Overall, the data reflects a healthy reporting culture and provides clear direction for targeted quality improvement.

COMPLAINTS AND COMPLIMENTS

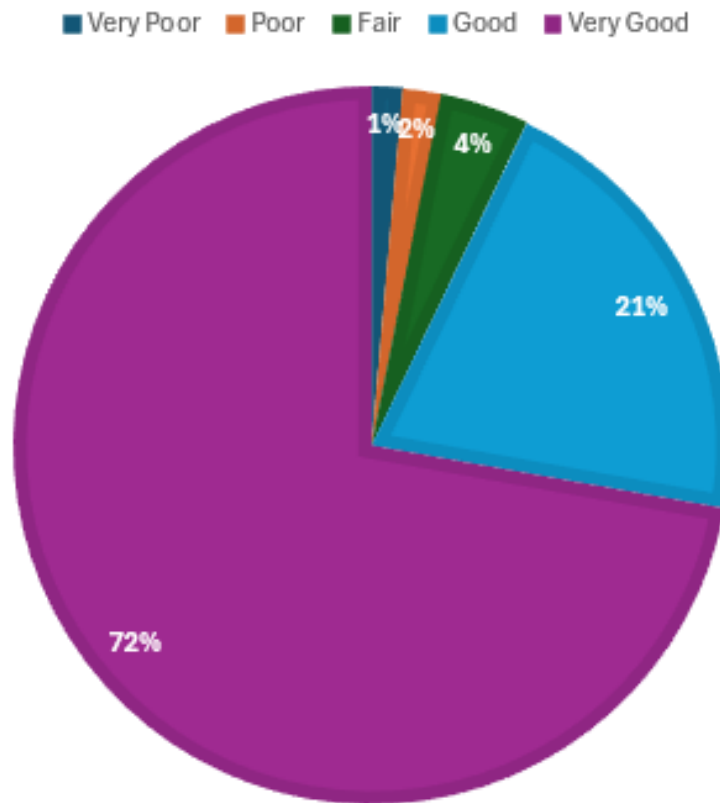


FRIENDS AND FAMILY 2025

TOTAL RESPONSES 2025 = 8468

We received an incredible response this year to our Patient Feedback questionnaires, a total of 8468 patients responded with a total of 2025 patients rating their experience as Good or Very Good (93%).

All feedback is reviewed on a monthly basis and shared with the team both positive and for learning purposes to improve our services.



2025 VACCINATION PROGRAMME

RSV ADMINISTERED IN 2025 = 144

INFLUENZA (FLU) ADMINISTERED IN 2025 = 1900

SHINGLES ADMINISTERED IN 2025 = 209

PRIMARY IMMUNISATIONS ADMINISTERED IN 2025 = 74

ONE YEAR IMMUNISATIONS ADMINISTERED IN 2025 = 103

PRE-SCHOOL BOOSTERS ADMINISTERED IN 2025 = 135

OTHER WORK

Much of our work is unseen. Beyond face-to-face appointments, our team spend many hours reviewing test results, writing referrals, managing medications, responding to clinical letters, and coordinating care with other services. This vital behind-the-scenes work helps ensure safe, timely, and continuous care for our patients.

PATHOLOGY RESULTS FILED = 25,650

REFERRALS MADE = 2,120

MED3 (FIT NOTES) ISSUED = 1,773

MEDICATION ISSUED = 49,314

SMS SENT = 60,999

LONG TERM CONDITION REVIEWS INVITATIONS = 4,241

NEW PATIENT REGISTRATIONS = 1,934

ONLINE CONSULTATIONS

In response to the new contractual requirement for the online consultation tool to remain open throughout contractual hours for non-urgent requests, the practice changed from E-Consult to Accurx Triage in May. This enables the practice to use clinically designed questionnaires, supporting more effective triaging and priority setting.

We also listened to our Patient Participation Group, along with extensive auditing work, and moved telephone providers to Surgery Connect. This enabled us to have more control over our telephone system, offer patient call backs, and help our Health Navigation Team to answer patient calls quickly, efficiently and accurately.

With the new Accurx Triage and Surgery Connect Systems, we were able to reduce the 8am call queue, allowing the patients who need us most to access care.

ONLINE PATIENT REQUESTS = 11,525

CALLS ANSWERED = 40,428

CALL BACKS ANSWERED = 2,895

CARE CONTINUITY

Continuity of Care is something that the practice has worked on for many years. We always strive to book patients in with their 'usual GP'. This decision is based on clinical judgement, improves patient health outcomes, increases satisfaction, and reduces mortality rates. It enhances trust, medication adherence, and safety, while reducing hospital admissions, A&E visits, and overall healthcare costs.

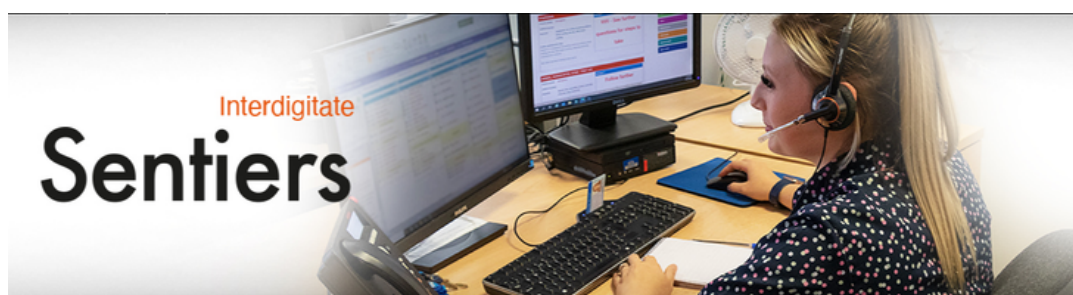
THE LENNARD SURGERY USUAL PROVIDER SCORE (UPC) = 46.7%

BNSSG AVERAGE USUAL PROVIDER SCORE (UPC) = 45.9%

CARE NAVIGATION

This year the practice has moved to using a care navigation software called Sentiers that helps empower our Health Navigation Team to signpost patients to the most appropriate service for their needs.

Our Sentiers pathways are developed and authorised by our GP's, allowing our staff to signpost with confidence and also recognise 'red flag' symptoms.



The practice continued to develop its internal care navigation template, with the most recent update in January 2026 to align with the BNSSG UTI protocol.

This template helps our team record all the correct information to help our clinical team manage patients care.

We will continue to encourage an increased uptake of this tool to record all interactions with patients.

CARE NAVIGATION TEMPLATE WAS USED = 3,122 TIMES

ENHANCED ACCESS

Working alongside our Primary Care Network (PCN) practices in SWIFT we have provided a total of 5250 minutes per week for Enhanced Access.

The practice provide Enhanced Access nursing appointments on Saturdays.

APPOINTMENTS PROVIDED BY THE LENNARD SURGERY = 585 MINUTES PER WEEK

PATIENT PARTICIPATION GROUP (PPG)

Our PPG has met quarterly in 2025. The PPG have created and distributed a quartley Newsletter which has been sent out via text to all patients with a mobile number, and left in reception for patients to read.

The PPG discussed matters arising within practice and locally. They have been instrumental in implementing change and how we communicate this with our patients.

We have members of our practice team participate in the meetings, to help give feedback and answer any questions the PPG may have.

Linda Templar was re-elected as Chair for the second year.

TEAM UPDATES

SARAH PUGH HAS SUCCESSFULLY COMPLETED HER NURSING ASSOCIATE DEGREE.

CHRISTIE SHEPPARD AND JEANETTE THOMAS JOINED OUR HEALTH NAVIGATION TEAM.

ERIN WONG JOINED OUR PHARMACIST TEAM.