The Leith Hill Practice

Autumn/Winter Patient Newsletter

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Total Triage & Practice Improvements



Earlier this summer, we introduced our new patient booking system. We understand that changes to the way you contact us can take some getting used to, and we would like to thank you for your patience, understanding and feedback as we continue to make improvements.

We want to reassure all patients that you can still contact us by telephone or in person. We are committed to ensuring everyone can access the care they need, and no one will be denied access to care because they cannot use our online services.

For added convenience, you can now press 0 when prompted to receive a link to our online triage form (available to patients calling from a smartphone or mobile phone). If you prefer, you can still speak to us directly by phone or visit the practice in person.

Our priority is to provide safe, accessible care for everyone.

Phone Options

1 Appointments & Enquiries **2** Medication Ordering

3 Administration Team **4** Anything Else

Our triage system helps us ensure you are directed to the right clinician or service at the right time. When contacting us, please provide as much information as possible so we can understand how to best help you. We also offer patients a call back option if our team are handling other calls.

Key Improvements

400+
Fewer Calls
In Aug 2026 vs Aug 2025

85%
NHS App Sign Up
Signed Up To NHS App



Improving Access For Patients

With new colleagues who have recently joined our team we have increased availability of blood test appointments including additional clinics at South Holmwood on Wednesdays and Thursdays.

We are also pleased to offer a dedicated NHS Health Check and Diabetes Pre-Check clinic every Tuesday at Holmwood!

Winter Vaccinations



Staying Well This Winter

Our winter vaccination clinics are underway, and our first Saturday clinic was a great success!

Eligible patients can book using their dedicated booking link or by calling/visiting the practice on **01306 711105, option 0**. **Our booking line is open Monday to Friday, 10:00am–4:00pm.**

Flu, COVID-19 and any other eligible vaccinations will be offered as appropriate. We have clinics on weekdays and weekends, and housebound patients will be contacted individually.

Please support your practice by booking your winter vaccinations with us!

Staff Training Afternoon



The practice will be closed from 13:00 on **Thursday 19th November** for essential staff training. **Both sites will reopen 08:00 on Friday 20th November.**

If you contact the practice during our staff training you will be diverted to the Practice Plus Group who will be able to assist with your query.

Your Feedback Matters NHS App

We are pleased that **85%** of our patients are now registered with the NHS App. We will shortly be sending out a patient survey to help us better understand your experiences, identify any challenges you may be facing and find out how we can best support you in accessing our services.

Please see overleaf for details of our upcoming support sessions, where our PPG can help you get started with the NHS App, answer any questions and support you in making the most of its features.

Christmas Opening Times

Both sites will be open as normal over the festive period, except from the below dates:

Friday 25th December: Closed
Monday 28th December: Closed
Friday 1st January: Closed

Practice Opening Times:

South Holmwood: 08:00 - 13:00
Capel: 08:00 - 18:30

