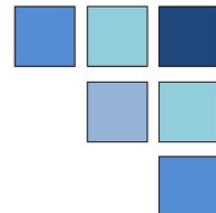


Capelfield Surgery Newsletter

Our website: <https://www.capelfieldsurgery.nhs.uk/> has full information about the practice.



Issue 6 – August 2026, Page 1

Welcome to the sixth issue of our practice newsletter. The purpose of the newsletter is to keep our patients informed of our current staff, the services we offer and the latest news and updates regarding medical campaigns. We hope you find the content useful and informative.

Improving Patient Access with New AI Technology at Reception

We are excited to introduce our new Voice AI Assistant to make it easier to contact us over the phone. This system is designed to improve your access to care by:

- Reduced waiting time: Your call will be answered immediately.
- Same great care: The AI follows the same steps as our receptionists to get you what you need.
- Quick and easy help: Whether it is requesting an appointment or getting advice, your request will be submitted faster and directly to our duty doctor. You will be able to submit your symptoms in as much detail as you need without having to share personal information with our regular reception team.

This innovation is just one way we are working to provide a higher standard of care to every patient.

If at any point you would prefer to speak with a member of our team, please let the AI know and your call will be transferred to our human reception team.

Meningitis B (MenB) Vaccines

For the most up-to-date information on which pharmacies are offering the MenB vaccines, please use the NHS National Booking Service (NBS) where applicable, or the NHS Walk-in-Finder to locate participating pharmacies offering walk-in vaccination. These services are updated regularly and provide the latest information on vaccine availability.

Seventeen and eighteen year olds can book online via www.nhs.uk/nhs-services/vaccination-and-booking-services/book-a-menb-vaccination-appointment/

If you were born on or after 21st July 2001, and for the first time this autumn you are:

- Starting university
- Starting at some further education colleges as a residential student

You can find a pharmacy that offers MenB vaccinations for young people (www.nhs.uk/nhs-services/vaccination-and-booking-services/find-a-pharmacy-that-offers-walkin-menb-vaccinations-for-young-people/)

International students and students from Scotland, Wales, Northern Ireland, the Channel Islands, the Isle of Man, and those who are travelling abroad to study are also eligible.

You'll need to bring evidence of your university or college offer. You do not need to be registered with a GP to get a MenB vaccine at a pharmacy.

Staff Updates

We have recently recruited Claire Harrison to our reception team and will soon be joined by Caprice Obeng. We are sure all our patients will make them feel very welcome.

Capelfield Surgery is a training practice. We have just welcomed three new doctors to the practice. This year we have Dr Anna Hennessey, Dr Ameen Khokhar and Dr Priya Kuruparan. These are trained hospital doctors who have chosen to specialise in General Practice. We also say goodbye to Dr Dionne Phillips and Dr Sofia Ahmad.

At the end of August Dr Lydia Buck will be leaving us. She is moving to Australia for an exciting new opportunity, we wish her all the best. At the beginning of September Dr Anna Leech will be joining our team on Monday's, Tuesdays, and Wednesday afternoons.

In July we were joined by Aaron Arman our new in-house Pharmacist. Aaron will be conducting medication reviews with patients and answering any online queries.

Flu and Other Vaccines

Capelfield will be offering flu vaccinations again this year. We are planning a clinic on Saturday 3rd October. Eligible patients will receive an invite and booking link to make their appointment. We will then offer some additional clinics during the week for those patients unable to attend on the 3rd.

Wallis Jones Pharmacy will kindly be vaccinating our housebound patients. They will contact those patients directly to make arrangements.

Unfortunately we will not be offering COVID vaccinations at the surgery this year, but these can still be obtained from your local pharmacy.

We will also be offering monthly vaccine clinics for RSV, Shingles and Pneumococcal. Shingles is available to over 18yrs with a weakened immune system, 70–79-year-olds and turning 65 (if born after specific rollout dates). RSV is available to over 75's. Pneumococcal is available for over 65's.

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What is a UTI?

Urinary tract infections (UTIs) affect your urinary tract, including your bladder, urethra, or kidneys. Sometimes, a UTI can develop into a severe infection that can cause you to become very ill and you may then need to go to hospital

Here are some symptoms you may experience with a UTI

- **Needing to pee more frequently**, suddenly, or more urgently than usual
- **Pain or a burning sensation** when peeing
- **Needing to pee at night** more often than usual
- **New pain** in the lower tummy
- **New incontinence or wetting yourself** that is worse than usual
- **Kidney pain** or pain in the lower back
- **Blood in the pee**
- **Changes in behaviour**, such as acting agitated or confused (delirium). This could be a symptom of a UTI but could also be due to other causes, which need to be ruled out
- **General signs of infection**, like a fever, a high temperature or feeling hot and shivery, with shaking (rigors) or chills
- **A very low temperature** below 36°C

You may experience fewer of these symptoms if you have a urinary catheter

What you should do if you think you have a UTI?

Ensure you are drinking enough fluids regularly to avoid becoming dehydrated

Contact a healthcare professional: this could be your GP, nurse, the community pharmacist, a walk-in centre or the NHS 111 service

If you have frequent UTIs, please talk to a healthcare professional about treatment options

August Bank Holiday Opening Times

Over the August Bank holiday the surgery will be closed on Monday 31st August.

Please order your prescriptions ahead of time & allow up to five working days for your prescription to be processed. Our preferred method for prescription requests is via the NHS App.

For help outside of these days and hours you can visit:

- NHS 111 – Online or by phone
- A&E – Kingston Hospital

We will be open as usual from 08:00am on Tuesday 1st September.

What's new in the NHS App

We've updated the NHS App to make it easier to use. Some things have moved, but you can still do everything you could before.

Updating your app

You'll need to update the NHS App to continue using it. You can:

- [update the app on the Apple App Store](#) if you have an Apple device.
- [update the app on the Google Play Store](#) if you have an Android device.

New home screen

On the new home screen, you'll find services and all your health information placed together in clearer categories.

There is no longer a **GP health record** section, but all the information is still in the app. You can find it by selecting the relevant option on the new home screen:

- prescriptions
- appointments
- test results
- vaccinations
- health conditions
- documents

Consultations and events are now described as **Appointment notes and other updates**. You can find them in **Appointments**.

Depending on your GP surgery, the home screen may show allergies and adverse reactions instead of health conditions.

If you need help

See our information on [help with using the NHS App](#).

You can also access this information by selecting **App help** at the top of any screen when you use the app.

You can contact the NHS Support Team if you're still having problems – www.nhs.uk/contact-us/nhs-app-contact-us/

NHS National GP Survey Results

Results of the 2026 GP National Survey have now been published. You can view the results by visiting <https://gp-patient.co.uk>.

Please contact our Patient Participant Group if you have any comments or suggestions – info@friendsofcapelfieldsurgery.co.uk.