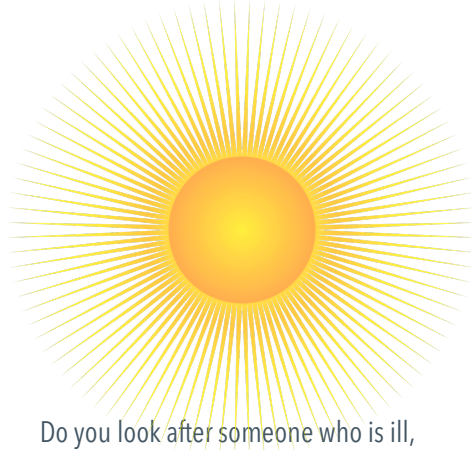


Newsletter

Summer/Autumn 2026

With summer upon us and increasing periods of high temperature, it is important to stay safe in the sun by not relying just on sunscreen. Apply a sunscreen of at least Sun Protection Factor (SPF) 30 to protect against UVB and which also has a UVA protection of at least 4-stars. Wear suitable clothing and stay in the shade when the sun is at its hottest between 11am - 3 pm, as sun burn increases your risk of skin cancer.




Do you look after someone who is ill, frail, disabled or mentally ill and they would not be able to manage without you? Hartland Way are keen to identifying carers. To register, please ask at reception for a carers identification form. In addition we will be holding a Carers Event In the near future and would welcome any suggestions or ideas you may have for the event. Also we are pleased to announce that Debbie is our new 'Carer Champion' at the practice.



We would like to encourage all our patients to ensure notifications are enabled for the NHS App. As information such as important messages, appointment reminders and triage updates are sent directly through the app. Enabling notifications will help ensure you don't miss key information about your care. If you haven't already done so, please check your app settings to make sure notifications are enabled.



Bowel cancer screening can save lives by helping to detect cancer early, even before symptoms appear. The screening is offered to people aged 50 - 74 every two years. If you receive an NHS bowel screening kit through the post, please do not ignore it. Completing and returning could make all the difference.



Hartland Way Surgery
CQC overall rating
GOOD
15th July 2022

Hartland Way Surgery
1 Hartland Way
Croydon
CR0 8RG
020 8777 7215

Practice Doctors

Dr Lydia Osei-Boateng
Dr Anna Ingram
Dr Helen Walker
Dr Soraya Shirzad
Dr Jenny Choi

Out of Hours Service
If you need urgent access to a GP when the surgery is closed, ring the NHS non-emergency number: **111**. Calls are free from landlines and mobile phones.

EVERY APPOINTMENT MATTERS

When you don't attend or cancel in advance, someone else misses out.

These are data from June 2026

- Out of 1,035 appointments (including GP appointments, nurses, HCAs, pharmacist, physiotherapist, and social prescriber appointments),
- 70** appointments were not attended and were not cancelled in advance.
- 6.8%** of all appointments

These missed appointments mean longer waits for others who need care. Thank you for helping us make the best use of appointments for everyone.

Can't make it? When you receive the reminder there is an option to cancel the appointment if needed. If you do not have that give us a quick call or submit an admin enquiry.

There have been a number of staff changes at the practice, with new receptionists joining the hard working and invaluable team who ensure the smooth operation of the practice and with our very own Lizzy who is now a fully trained Healthcare Assistant (HCA). As an HCA, Lizzy will now be able to perform tasks such as, taking and record vital signs, collecting blood samples, administering vaccines, and updating patient records.

Hartland Way Surgery continues to play an important role as a teaching practice by supporting the education and development of the future healthcare workforce. We are proud to provide placements for Physician Associate students, medical students and GP trainees, who spend time with the practice as part of their professional training. During their placements, trainees develop their clinical competence, communication skills, empathy and compassion in a general practice setting through supervised patient consultations and by working closely with our multidisciplinary healthcare team.

We would also like to thank our current GP trainee, Dr Choi, who will be completing her placement with us in August. We wish her every success in the next stage of her training and look forward to welcoming our new GP trainee, Dr Awad, who will be joining the practice thereafter.

The Accurx Triage system has now been operating effectively at the Hartland Way practice for over eighteen months now with positive patient feedback on how the system has been working. However, you may be wondering how exactly the process operates and the requests are managed.

All medical requests and patient queries are now submitted to the practice via the Accurx Triage system whether it is a clinical health issue or a non-clinical request. All requests received are filtered by one of the practice doctors who then assigns or actions the request depending on the medical priority. All requests received are reviewed that day and assigned a rating of either Red, Amber or Green. All requests deemed to be urgent clinical are assigned a Red rating and are dealt with on the day they are received. Where an appointment is required, it is offered on the same day. Non-urgent requests are assigned an Amber rating. Patients will be offered an appointment within 7 days. Routine requests are assigned a Green rating. Patients will usually be offered an appointment within 2 weeks. In some cases, the triaging GP may be able to deal with the request without the need for a face-to-face appointment. This may involve providing advice, treatment or follow-up via a telephone call or text message.

Following the update earlier in the year regarding the building works which were currently in progress to enhance the facilities at the practice, we are pleased to announce that the work has now been completed with the result that we now have an additional two fully functional clinical rooms. The additional rooms will further enhance our facilities enabling the practice to provide a more improved, efficient and flexible service for our patients.

Hartland way are pleased to announce that it is continuing to further enhance and build on the the range of services it provides for its patients with the introduction of 'NHS Health Checks'. This represents a key step in strengthening preventative healthcare within the primary care settings by focusing on early detection of cardiovascular risk factors. This will enable the practice to identify at-risk patients sooner and implement interventions aimed at reducing future disease burden.

The Health Checks are designed for adults aged 40-74 who do not have a pre-existing condition (such as heart disease, diabetes or kidney disease) and will be repeated every 5 years.

The Care Quality Commission (CQC) is implementing significant changes to its inspection framework, particularly for practices such as Hartland Way that were previously rated as good or outstanding between 2017 - 2022. This new approach emphasises continuous assessments rather than relying solely on one-time inspections.

The benefit of this new approach is to provide accurate ratings, with continuous assessments, helping to ensure ratings reflect the current quality of care being provided. This will then allow care providers to receive more immediate insight into areas needing improvement, with the aim of developing a culture of ongoing enhancement in care quality.

When you next visit the surgery you will notice that we now have installed a new self check-in screen just inside the waiting area on the left, where you will see an 'arrow sign' pointing to the screen. This will allow patients to book in without the need to confirm arrival with the receptionist, which can sometimes be frustrating during busy times when there is a queue and the receptionist is performing other important tasks.

From April 2023 to June 2026, Hartland Way practice have received 4,137 responses to the Friends and Family Test asking "How likely are you to recommend our services" with the following results: Extremely Likely 2,913 (70.4%), Likely 915 (22.1%), Neutral 131 (3.2%), Unlikely 76 (1.8%), Extremely unlikely 81(2.0%).

The feedback reflects a positive overall patient experience with a slight improvement in satisfaction compared with previous data.