



Church Street Medical
Patient Newsletter
August/ September 2026

As always, our team are here to support your health and wellbeing. This month's newsletter includes important updates and changes that are happening at the surgery, with other helpful information.

GP Patient Survey Results

The NHS recently published the annual GP Patient Survey, and we are delighted to share that Church Street Medical received a 92% overall experience rating from patients.

This fantastic result reflects the hard work and dedication of our whole team, who strive to provide the highest standard of care and service to our patients every day.

A big thank you to our patients for their feedback and support, and well done to all our staff on this excellent achievement!



New Website Incoming

We're excited to announce that a brand new practice website is currently in development. The new site will make it easier for patients to access information and services. Keep an eye out for further announcements and launch details in the coming weeks!

Anima: Our automated service

Following on from our last newsletter, Anima, our new triage system, is now in place. If you are unable to submit a request online, you can call the surgery and select **Option 1** to speak with **Andi, our automated receptionist**



Andi will ask you a series of questions, take details of your query, and submit this information directly to our clinical team. Your request will be reviewed and you will be guided to the most appropriate care.

One of the key benefits of Andi is its ability to communicate in different languages, helping us make our services more accessible for all patients.

Patients can also now order repeat prescriptions through the Anima triage system, providing another convenient way to access our services.



Heidi –New AI Software

Our doctors at Church Street Medical have started to use a software programme called Heidi. This secure AI tool allows the doctors to spend more time focusing on patients as it takes a transcript of the consultation for the records. Please be assured that Heidi is not used to diagnose or make clinical decisions. It is simply used to assist with medical record documentation.

New Facebook Page For Inspire

Inspire now has a new Facebook page. The old Church Street Facebook page will no longer be updated, so please follow our new page to stay up to date with the latest news, health information, events, and practice updates.

With a dedicated member of staff managing the page, you can expect to see more regular content and updates throughout the year.

Follow us here: www.facebook.com/InspireHealthcareGroup/



Welcome to New staff here at Church Street Medical

We're pleased to welcome a new member of staff at Church Street Medical. Please welcome our new Group Respiratory Nurse **Linda**

Farewell and Thank You

We also say goodbye and best wishes to **Emma Bedson** who is leaving the practice at the end of August for her new role. We wish her all the best in this next chapter..

Next Carers Group Meeting

The next Carers Group meeting is on Thursday 17th September 2026 10am-12pm here at The Devereux Centre in the Hutchinson Room. Invite messages will be sent to those on the practice register.

