

Welcome to our Highfield Surgery Newsletter. Every few months, we'll bring you key updates from the Practice, useful health information, and the latest news from our team and local community.

Our newsletter is here to help improve communication between the surgery and our patients. We want to make sure everyone has easy access to clear, useful, and reliable information about their healthcare.

We are committed to providing patient-centred care and supporting the health and wellbeing of our community.

In each edition, we aim to share:

- Updates on surgery services and any changes to referrals
- Information on services we provide and clinic availability
- News and updates from the Patient Participation Group (PPG)
- Details about Klinik and other appointment services

Staff Training dates 2026

The practice and Klinik will be closed from 1:00pm on the following dates:

Tuesday 15th September

Thursday 15th October

Tuesday 17th November

Patient Information

Please help us keep your records up to date by ensuring we have your correct contact details, including your mobile number, home address, and email address. Over 16's must have their own mobile numbers on their records

DNA appointments since the beginning of July: 126

Staff News

We are sorry to say goodbye to Abdul, our Physiotherapist, who has been a great addition to our team. He will be greatly missed, and we would like to wish him all the very best for the future. We will be getting a new physiotherapist and will be offering appointments when they are available.

We are also saying goodbye to Jane, our Midwife. All of Jane's midwifery appointments will now be based at Wycombe Birth Centre, and Jane will be making all her own midwifery appointments. We wish her every success and happiness for the future, and we thank her for the dedication she has shown our practice over the years.

We are delighted to welcome Prianca, our pharmacist, to the team. Prianca will be carrying out face-to-face COPD and medication reviews and will be based at the surgery every Thursday. Please join us in giving Prianca a very warm welcome!

Flu and COVID-19 vaccines

Our Flu and COVID vaccination clinics are now up and running and ready to be booked.

These clinics will be held at Hazlemere Community Centre on the **4th, 7th, and 10th of October**.

If you think you are eligible for either /both vaccination but have not received a link to book, please speak to a member of our reception team, who will be happy to help.

We look forward to seeing you at one of our clinics! We are delighted that the PCN have moved their clinics nearer to us this year.

PPG

Our Patient Participation Group (PPG) has now been disbanded as the current members have stepped down from their roles.

Highfield Surgery would like to express its sincere thanks to all former members for their valuable support and input and wishing them all the best in their future projects. Many of our patients have been supported with wellbeing and social queries through PPG led events.

In the interim period we wish to encourage patient involvement and feedback to help us develop and improve our services. As before, patients can share their views through the Friends and Family Test, surveys, compliments and complaints processes on our website, and direct feedback to the practice through the suggestion box located in reception.

We welcome the opportunity to establish a new model Patient Participation Group in the future and will advertise details on this shortly

Weight Loss Medication – NHS Eligibility

Due to the high demand for queries about weight loss medication, we would like to clarify the current NHS eligibility criteria.

To be eligible for weight loss medication through the NHS, you must have a **BMI of 40 or more** and have **at least four** of the following health conditions:

- Diabetes
- High blood pressure (hypertension)
- Cardiovascular (heart) disease
- Obstructive sleep apnoea
- Abnormal blood fats (dyslipidaemia or high cholesterol)

If you have questions about your eligibility, please speak to the practice team or look under the NICE guidelines on the website [NICE guidance | NICE](#)

NHS Health Checks

We offer NHS Health Checks at the surgery for patients with no known comorbidities aged between 40 and 74, available every 5 years. A health check can help identify the early signs of conditions such as stroke, kidney disease, heart disease, type 2 diabetes and certain types of dementia.

During your health check, you will have:

- A blood test
- Your height and weight checked
- Your blood pressure checked
- Questions about your lifestyle and general health

If you are over 40 and have not had a health check within the last 5 years, please speak to our reception team to book an appointment. Taking a little time to have a health check could help identify potential health concerns early.

Children flu vaccines

Children's flu vaccinations will also be available at the surgery from **11th September**. 2 and 3 year olds and any children aged 3-18 who have any underlying health issues.

If your child is eligible for a flu vaccination, please look out for booking information or speak to our reception team if you have any questions.

KLINIK

Our new Klinik booking system began on 3rd August, and we are delighted to say that it has been a really positive change.

We have received lots of positive feedback from both our patients and our staff. Our average response time has been just 5 minutes, which is fantastic!

We would like to thank all our patients for taking part in the new system and for your continued support and patience during this change. We will have a meeting with all staff in October and identify any little changes that may improve the service.

A huge well done and thank you to all our staff who have worked so hard to make the transition as smooth as possible. Your hard work has made a real difference!