



Brookfield Patient Newsletter

Welcome to our patient newsletter!

These will now be published quarterly and we aim to keep you updates on practice updates, promote local health campaigns and community services.

Have a suggestion? Please let us know by emailing our admin inbox - cmicb-war.brookfieldadmin@nhs.net

Team Updates

Recently we have welcomed in Ellie as our Operations Manager. Ellie will be supporting the reception team alongside senior management. We also have a new team member in our Reception Team - Fiona.



This month we have said goodbye to Beth on the Reception Team. Beth, we wish you well in your new role and thank you for your contributions to the practice over the last year!

GOOD
LUCK

Protected Learning Time

Each month the surgery has allocated afternoons that we will close and have time for training. This is for both clinical and administrative staff members.

Upcoming closures:

- Thursday 4th June
- Thursday 25th June
- Thursday 30th July
- Thursday 24th September
- Thursday 29th October
- Thursday 26th November



DID YOU KNOW...



You can now order your repeat prescriptions and setting your preferred pharmacy, through the NHS App. Find out more and download the NHS App at www.nhs.uk/nhs-app



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Appointment Data

We have audited our appointments throughout January to March 2026 and we would like to highlight our 'Did not attend' figures. **If you are wanting to cancel an appointment, please contact the surgery at your earliest convenience.**



46

GP & ANP
APPOINTMENTS

+

187

NURSE
APPOINTMENTS

=

10 HOURS AND
30 MINUTES
OF CLINICAL
TIME
WASTED

Friends & Family Results

Extremely
Likely



We are always open to feedback so that we can continue to improve our patients journeys.

Throughout January to March 2026, 11 patients submitted feedback to us and all reported that they would be 'Extremely Likely' to recommend us to friends & family!



Menopause and HRT Information Evening

Dr Lynch has recently hosted an information evening here at the surgery. The feedback following the event has been fantastic and we are looking forward to hosting more!

"Feel more knowledgeable regarding potential treatment options."

"This was such an effective way to disseminate a huge amount of important information. It was very well presented and pitched just perfectly."

"Content was great and informative."