

BARRINGTON MEDICAL CENTRE

AUTUMN NEWSLETTER 2026

Practice news, winter vaccinations, access and a few numbers from behind the scenes

2026

AUTUMN

Welcome to our Autumn Newsletter

There has been plenty happening at Barrington over the summer, so this newsletter is a bit of a round-up of what is new, what is coming up and some of the questions our Patient Practice Group (PPG) has recently asked us.

We hope the information is useful. As always, if there is something you think we could explain better on our website or in future newsletters, please let us know.

A few new faces at Barrington

- Dr Shumaila Saif, Dr Niamh O'Hara and Dr Gwenevere De Leon joined us in August as GP Registrars and will be working with the practice team until February 2027.
- Asya has joined our phlebotomy team and is running phlebotomy clinics on Tuesday and Friday mornings, meaning patients can now book blood-test appointments five days a week.
- Carol, an experienced Practice Nurse, will be joining us in September, adding further nursing capacity to the team.
- Over the coming months we will also be welcoming fifth-year medical students, for five-week placements. Patients may be offered an appointment with the students, with consultation closely supervised by a GP.

All of the team at Barrington want to do their best for our patients, and we know our new colleagues feel exactly the same.

Barrington in numbers

Our PPG recently asked us for a few facts and figures about the practice. We thought some of them might be interesting to share more widely.

7,714 patients currently registered	1,939 appointments in July	3,924 incoming calls in July
2,360 repeat prescriptions processed	2 min 1 sec average telephone queue time	539 patients using Electronic Repeat Dispensing

Our patient population at a glance

0-14: 1,311 | 15-44: 3,069 | 45-64: 2,221 | 65-74: 525 | 75+: 621

Almost 40% of our patients are aged 15-44, while 621 are aged 75 or over. It is a useful reminder that one size does not fit all when we plan access and services.

Appointments - and the ones that go unused

July is usually a quieter month, but our appointment figures still show how much clinical time is being used across the practice.

- 902 GP appointments were booked, with 44 not attended
- 296 GP Registrar appointments were booked, with 61 not attended
- 329 phlebotomy appointments were booked, with 27 not attended

- 187 Practice Nurse appointments were booked, with 27 not attended
- 121 physiotherapy appointments were booked, with 10 not attended
- 104 HCA appointments were booked, with 8 not attended

Across those services, 1,939 appointments were booked in July and 177 were not attended. Some appointments are 20, 30 or even 60 minutes long, so a missed appointment can mean a significant amount of clinical time is lost. If you cannot attend, please cancel as soon as you can. Even short notice can be enough for us to offer the appointment to someone else.

Telephone calls - July 2026

In July the practice received 3,924 incoming calls. Of the 3,214 callers who entered the Reception queue, 3,022 were answered. The average queue time was 2 minutes 1 second.

171 callers ended their call after joining the queue, having waited an average of 1 minute 54 seconds. A further 568 calls ended earlier in the telephone process, on average after 26 seconds.

Our busiest days were Tuesday and Thursday, with peak activity around 10am and 2pm. The team also made 2,165 outgoing calls to patients, with 1,884 successfully connected (87%).

How quickly should I be able to see a GP?

For non-urgent GP appointments, our aim is to offer an appointment within 2 working weeks. We review demand every day so that we can respond appropriately to the needs of our patients.

There is no need to ring at 8am or wait until the day you need an urgent appointment. Appointment requests are considered individually. Our reception team have received Care Navigation training and will ask for some brief information so they can help direct you to the most appropriate appointment, clinician or service.

Urgent problems will continue to be dealt with on the day where appropriate.

Our reception team do not make clinical decisions. Their Care Navigation training helps them understand the different services available and make sure your request is directed to the right member of the Practice team as quickly as possible.

Flu season 2026/27

The annual flu programme will shortly be getting underway. Flu can be unpleasant for anyone, but for people at increased risk it can lead to serious complications and hospital admission.

For 2026/27, pregnant women and eligible children can be vaccinated from 01st September. The main adult programme starts from 01st October, including people aged 65 and over and adults under 65 who are in an eligible clinical risk group.

Appointments can be booked now. We will also be sending text messages to eligible patients and recommend using the booking link in the message to arrange your appointment.

RSV - a one-off vaccine, not an annual one

RSV (respiratory syncytial virus) can cause serious chest infections, particularly in older adults. Unlike flu, the older-adult RSV vaccine is currently a single dose rather than something you need every year.

- RSV uptake in the original older-adult cohort is around 69%.
- Patients aged 80 and over only became eligible for RSV vaccination from 01st April 2026, so uptake in this newer group is currently much lower at around 13%.
- We already have around 20 more RSV vaccinations booked and will be carrying out an autumn catch-up exercise.
- From 01st September 2026, some people aged 65-74 in specified clinical risk groups will also become eligible.

If you are invited, please do consider taking up the offer. If you are unsure whether you have already had the vaccine, the practice can check your record.

Repeat prescriptions - what happens behind the scenes?

In July we processed 2,360 repeat prescriptions. Only 18 were printed on paper; the remainder were sent electronically to pharmacies.

Around 539 patients currently use Electronic Repeat Dispensing (eRD). This is useful for patients on regular, stable medication: rather than requesting the same prescription every month, the GP authorises a series of repeat prescriptions in advance and the pharmacy can issue them at agreed intervals.

Most repeat prescription requests are received electronically, mainly by email, with the remainder largely coming through our website. Our usual aim is to process repeat prescription requests within 2 working days.

More ways to access care

We are continuing to develop telephone and video consultations where these are appropriate. These do not replace face-to-face care, but they can be a convenient option for some problems and for patients who find it difficult to attend the surgery during the working day. You can book your appointment directly via the [NHS App](#) or by calling the surgery on 0161 928 9621.

Our First Contact Physiotherapist (FCP) service also gives patients with musculoskeletal (MSK) problems - problems affecting muscles, joints and bones - direct access to a specialist physiotherapist in primary care, often without needing to see a GP first; you can also book these appointments directly from your [NHS app](#).

Car park changes - not yet live

We have been advised that Automatic Number Plate Recognition (ANPR) will be introduced in the health centre car park in the future. We do not yet have a confirmed start date.

Once the new system is live, patients attending the practice will need to enter their vehicle registration number on a screen at Reception before leaving the car park. This will confirm attendance and help prevent a parking charge being issued.

We will update the website and let patients know once we have been given a confirmed start date.

Our Patient Practice Group

Our Patient Practice Group has now been meeting for almost a year. It is the same PPG idea, but the group preferred "Patient Practice Group" because it better reflects patients and the practice working together. The group continues to ask useful questions about how the practice works, what information patients can find on our website and where things could be clearer. Some of the figures in this newsletter came directly from questions raised by the group.

We would particularly like to hear from younger and working-age patients, parents and carers so that the group better reflects our practice population. If you are interested in joining the PPG or would like to know more, please contact the practice and ask for Gwyn, Practice Manager.

How to contact the practice

Telephone: 0161 928 9621

Practice website: www.barringtonmc.co.uk

Online contact: available via the Contact Us section of our website

[NHS App](#): available for a growing range of online services, including prescription and appointment functions where enabled, you can [register or access your NHS app account here](#).

Thank you for taking the time to read our update.

Your feedback helps us understand what matters to patients and where we can make practical improvements.