



Newsletter - April 2026

Dear Patients,

Hello and welcome to the very first edition of the **Red Roofs Surgery Practice Newsletter**.

In a busy practice like ours, changes happen regularly. We have listened to feedback from our **Patient Participation Group (PPG)** about improving communication with you. This newsletter is the result — we hope you find it helpful. Future editions will be available on our website and social media platforms.

Staffing Changes This Month

This month has brought some significant changes to our team.

We have said a fond farewell to two long-serving senior members of staff who have retired:

- **Nurse Nedjati**, our Senior Nurse for the past 16 years. She has been a passionate advocate for women's health, a coil and implant fitter, and a great supporter of the Menopause Support Group run by the Primary Care Network. Nurse Nedjati will be greatly missed, but she leaves behind an enthusiastic nursing team who will continue the excellent services she helped to build.
- **Mr Jeffrey Powell**, our former Practice Manager and Partner. We thank him for 16 years of dedicated leadership, especially through the many challenges faced by primary care. We wish him a long and happy retirement.
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While goodbyes are never easy, we are excited about new beginnings.

We are delighted to announce that **Dr Victoria Thorp** and **Dr Jenny Digby** have become Partners in the practice. Both are highly experienced GPs who have been with us for several years. We wish them every success in their new roles.

Our management team is now led by:

- **Mrs Flude** – Practice Manager
- **Mrs Weir-Smith** – Business Manager

Nurse Jenkins has stepped up as our new Senior Nurse. She is an experienced member of the team and is currently completing her Advanced Nurse Practitioner training. We are confident she will excel in her new role.

2026 Partners



- Dr Thorp
- Dr Jesper
- Dr Digby
- Dr Cowley
- Dr Sogeler

Patient Participation Group (PPG)

Our PPG is a small group of patients who meet with our Practice Manager and a GP Partner roughly every three months. The group helps us identify areas for improvement and represents the views of our wider patient population.

We are keen to recruit more patient members to this group. If you would like to get involved, please express an interest via the “Questions and admin triage” section on our website (under Your GP practice – online services) or speak to a member of the reception team.

Friends and Family

We regularly send out Friends and Family questionnaires to gather your feedback. The results consistently show that the majority of patients are very happy with the care and service we provide. We always welcome constructive feedback on how we can continue to improve.

Some Comments:

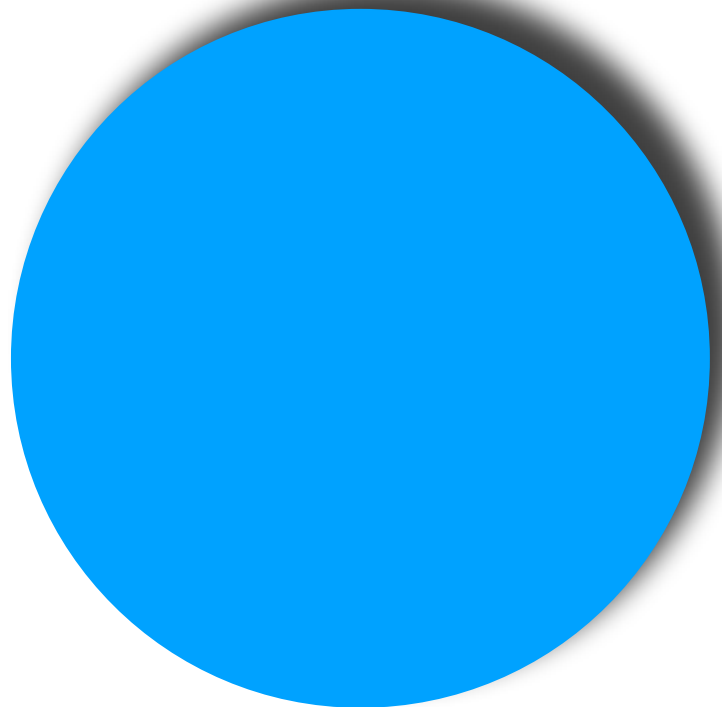
“Thank you for looking after me.”

“I was able to make an in-person appointment with the doctor I wanted after phoning the surgery this morning. She is so polite and knowledgeable and makes me feel at ease. Gave me excellent care & advice.”

“Excellent doctor, listens to everything and takes on board what is being said.”

What could be done better?

“Make it easier to book an appointment.”



- Very Good ● good ● neither good nor poor ● Poor ● Very Poor
● Don't Know

Do You Know... How to Get a Medication Review?

Many medications need regular monitoring (such as blood pressure checks or blood tests) to ensure they remain safe and effective. Even medications that don't require monitoring benefit from periodic review to check they are still needed and working well.

We have introduced an efficient annual medication review process. When your review is due, we will usually send you a **questionnaire by text message** (paper copies are available on request). A friend or family member can help you complete it if needed.

- If a blood test is also required, we will arrange this at the same time.
- Please return the completed questionnaire together with an up-to-date blood pressure reading.
- Arrange any required blood test within the next **4 weeks** if possible.
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A GP will then review everything. If all is well, your repeat prescription will be automatically updated **without the need for an appointment**. If any issues are identified, we will book you an appointment with a GP or Clinical Pharmacist.

This system helps us carry out essential safety monitoring while freeing up appointments for patients who need them. It relies on your support in returning the information promptly — thank you in advance for your help with this.

We hope you found this first newsletter useful. Please let us know what you think and what topics you would like to see covered in future editions.

Thank you for your continued support,

The Team at Red Roofs Surgery

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(For non-urgent queries please use the NHS App, website, or speak to reception)