



# PATIENT NEWSLETTER

May 2026



Welcome to the second edition of our Captain French Surgery patient newsletter! Thank you to everyone who signed up to receive a copy via email. Your support and engagement is so important to us and we love to share anything we can with you to make your experience with us smoother.



## STAFF UPDATES

We are in the process of expanding our GP team to meet the ever growing demand of appointments.

Dr Aileen Munsch will be going on maternity leave in July.

One of our first contact Physiotherapists, Kerry will be leaving at the end of April.

## iWantGreatCare

Have you received great care from us? We'd love to hear your feedback. Scan the QR code or visit [www.iwantgreatcare.org/gpsurgeries/captain-french-surgery](http://www.iwantgreatcare.org/gpsurgeries/captain-french-surgery)



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### DATES FOR YOUR DIARY

- **4<sup>th</sup> May**- Closed for bank holiday
- **13<sup>th</sup> May**- Closed from 1pm for training
- **25<sup>th</sup> May**- Closed for bank holiday
- **10<sup>th</sup> June**- Closed from 1pm for training
- **9<sup>th</sup> July**- Closed from 1pm for training



# CAPTAIN FRENCH SURGERY



## COVID SPRING BOOSTERS & RSV

From 1<sup>st</sup> of April 2026, we are offering patients the RSV and Covid Spring Booster vaccines. If you are eligible and still wish to have your vaccine, please contact our reception team to get booked in.

### RSV Vaccine Eligibility

The RSV vaccine will be offered to all patients aged 75 years and older (previously those aged 80+ were excluded).

Its a once in a lifetime only vaccine, so you wont need another if you've already had one. You can get the vaccine all year round.

### Covid Spring Booster Eligibility

The Covid Spring Booster will be offered to patients:

- Aged 75 or over
- 6 months or older and are immunosuppressed
- Residents in a care home for older adults

### Why should i get the Covid booster?

- Protection from previous doses or infections fades over time. Viruses can also change. Getting this extra dose:
- Reduces your risk of getting very poorly
- Helps you recover faster if you do catch it
- Reduces the chance of needing to go to hospital.

**You can get your Covid booster up until the 30<sup>th</sup> of June 2026**

**Please see the NHS website for further information on these vaccines or ask a clinician when in practice**



## HAYFEVER HELP THIS SPRING



### What is Hay Fever?

Hay fever is a common condition also known as seasonal allergic rhinitis. It affects around 1 in 5 people in the UK and is more likely to affect people who suffer from asthma and eczema.

It is an allergic condition where the body's immune system overreacts to a substance that is usually harmless.

### Symptoms include

- Sneezing
- Itchy, blocked or runny nose
- Itchy, red or watery eyes
- Itchy throat, nose, mouth and ears
- Headaches and sinus pain
- Tiredness



See your GP if you are pregnant or breastfeeding or if your symptoms are not relieved by over the counter treatments in combination with measures to reduce your exposure to pollen

### WHERE CAN I GO FOR ADVICE?

#### VISIT YOUR PHARMACIST

Pharmacists can help if you are unsure whether you have hayfever and give advice about the choice of hayfever medications available

#### ASK NHS 111

NHS 111 is free to call and open 24/7. Advisors can direct you to the help and care you need including whether you need to see a doctor or where your nearest pharmacy is located.

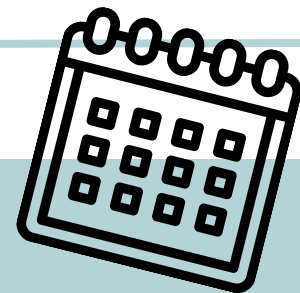
#### VISIT NHS WEBSITE

For articles, videos and apps, the NHS website is available to help you make the best choices on how to manage your hayfever symptoms.

You can purchase medications to help with hayfever, such as antihistamines, nasal sprays and eye drops over the counter at pharmacies, supermarkets and other shops such as Home Bargains. Its much cheaper than an NHS prescription and saves you and your GP time.



# CAPTAIN FRENCH SURGERY



## HEALTH AWARENESS

### MAY

- Skin Cancer Awareness Month
- Action on Stroke Month
- 4th-10<sup>th</sup>- Deaf Awareness week
- 11th-17<sup>th</sup>- Mental Health Awareness Week
- 18th-24<sup>th</sup>- Dementia Action Week



### JUNE

- Pride Month
- 8th-14<sup>th</sup>- Mens Health Week
- 8th-14<sup>th</sup>- Diabetes Awareness Week
- 8th-14<sup>th</sup>- National Carers Week
- 14<sup>th</sup> June- World Blood Donor Day
- 15th-21<sup>st</sup>- Cervical Screening Awareness Week

### JULY

- Talk to Us Month (Samaritans)
- Sarcoma Awareness Month
- 6th-12<sup>th</sup>- Alcohol Awareness Week
- 28<sup>th</sup> July- World Hepatitis Day

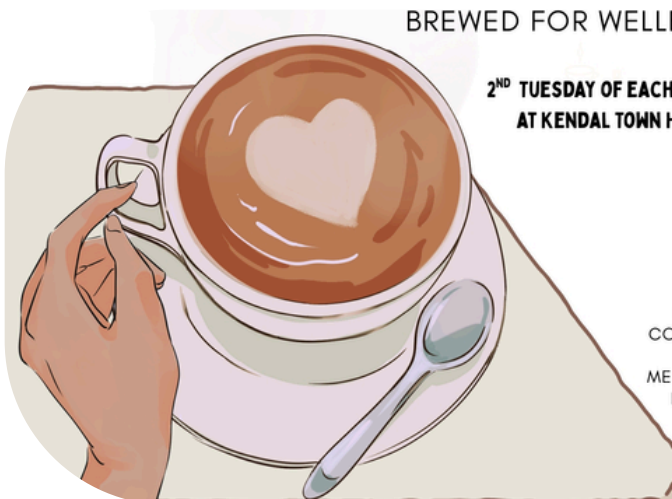


Andys Man Club Kendal are a men's suicide prevention charity, offering free to attend peer-to-peer support groups across the United Kingdom and online. They want to end the stigma surrounding men's mental health and help men through the power of conversation. #itsokaytotalk  
Meetings take place every Monday (exc Bank holidays) at 7pm at The Shakespear Centre, Kendal, LA9 4HE

## KENDAL INTEGRATED CARE COMMUNITY

### Who are they?

The KICC are integrated teams of health and care workers, voluntary organisations and wider community assets. They are here to support, promote and maintain community independence, improve quality of life and reducing the risk of hospitalisation. A clinician can refer you to them for support.



BREWED FOR WELLBEING

2<sup>ND</sup> TUESDAY OF EACH MONTH AT KENDAL TOWN HALL

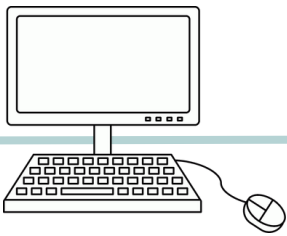
- APRIL 14<sup>TH</sup>
- MAY 12<sup>TH</sup>
- JUNE 9<sup>TH</sup>
- AUGUST 11<sup>TH</sup>
- SEPTEMBER 8<sup>TH</sup>
- OCTOBER 13<sup>TH</sup>
- NOVEMBER 10<sup>TH</sup>
- DECEMBER 8<sup>TH</sup>

KENDAL ICC WELCOME YOU TO A COFFEE MORNING WITH A DIFFERENCE.

MEET LOCAL ORGANISATIONS WHO CAN HELP YOU ACCESS SERVICES AND LOCAL RESOURCES AS WELL AS ENHANCING YOUR WELLBEING



They promote important local services & events over on their Facebook - @kendalintegratedcarecommunityKICC



# CAPTAIN FRENCH SURGERY

## NOTE TAKING SOFTWARE- HEIDI AI

### What is Heidi AI?

Some of our clinicians are using note taking software in your consultations called Heidi AI. Heidi is an advanced digital assistant powered by artificial intelligence. It supports our clinicians during patient consultations by helping to document medical notes quickly and accurately. This innovative tool allows your clinician to focus more on you, while ensuring that detailed and precise notes are taken.

### How Does Heidi AI Work?

During your consultation, Heidi AI listens to the discussion between you and your clinician. It automatically generates a draft of the medical notes based on what is said. Your clinician will review and approve these notes before they are added to your medical record, ensuring they are accurate and reflect your consultation.

### Your Privacy Matters

We understand that privacy is a top priority. Heidi is accredited for use by the NHS and complies with all data protection laws, including GDPR. The system only processes information discussed during your consultation, and your clinician will always seek your consent before using Heidi AI. You have the right to decline its use if you prefer.

### Want to Learn More?

For more information about Heidi AI and how it is transforming healthcare, please visit [Heidi Health](#).

We are dedicated to embracing innovative technologies like Heidi AI to provide the best possible care to our patients.

### Benefits for Patients



**Better Focus** on You: Your clinician can concentrate on listening to your concerns without being distracted by typing notes.

**Accurate Records:** The AI tool helps ensure that your medical notes are thorough and accurate.

**Time Efficiency:** Reducing administrative tasks means more time can be spent addressing your health concerns.

### Do you store recordings of my appointment?

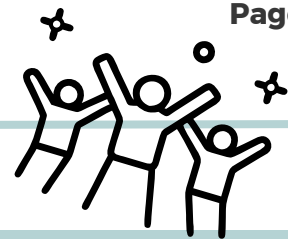
Conversations are transcribed simultaneously while they happen, meaning no recordings are ever stored and Heidi cannot access your medical records. Notes that a clinician saves from the appointment will be added to your Electronic Health Record, as standard

### What If I Choose Not to Use Heidi AI?

Your choice is important to us. If you prefer not to have Heidi AI involved in your consultation, please let your clinician know. This will not affect the quality of your care.

**HELP WANTED**

# CAPTAIN FRENCH SURGERY



## JOIN OUR PATIENT PARTICIPATION GROUP

We're inviting patients to become part of our PPG- a great opportunity to have your voice heard and help shape the future of our practice. Our group meets to provide a friendly forum for discussion about the practice, services, and patient experience.

### Our aims:

- Build strong communication between patients, staff, and GP partners
- Work together in a supportive and constructive way
- Help develop changes that benefit the diverse needs of our patient community
- Work together in a supportive and constructive way
- To improve the provision of health care.
- To provide assistance in development of new services.
- Work together in a supportive and constructive way
- To encourage a spirit of self help and support amongst patients to improve their health and social care.

If you're interested in making a positive difference, we'd love to hear from you.

To express your interest or find out more about our PPG, you can send a form to us via our website or call the surgery and ask to speak to Catherine

## “WHY IS THE WAITING ROOM EMPTY?”



A common question we (and many other GP practices across the country) are asked, is “Why is the waiting room empty, but I am not able to book an appointment?” It can give patients the impression we are not busy, when in fact, it is the opposite.

While the waiting room may sometimes looks quiet, behind closed doors, clinical & admin staff are often busier than ever. The face of general practice has changed since Covid and the development of online triage. This means more telephone triage, more prescriptions are sent electronically and less patients queue to speak to us in person as we are contactable online for admin and medical issues 5 days a week.

Clinicians are working hard behind the scenes, doing home visits, triaging patients and they spend a significant time handling administrative tasks—such as processing clinical letters, referrals, and test results—which often account for a large amount of their working day. This means they are not always seeing patients in the consulting room.

### Did you know?

Our hard working Admin & Reception teams mainly work upstairs in our lovely CFS building. We have one Receptionist working on our front desk at all times, where we do not answer the phones unless early or late in the evenings.

We have 13 clinical rooms running at almost full capacity Monday to Friday. We are constantly seeing patients and trying our hardest to run to time.