Health Care First Patient Newsletter - 30th April

Dear Patients,

Welcome to the latest Health Care First Newsletter! Over the past six months, we have been working tirelessly to improve your experience with us. Here's what you need to know:

New Consultation Platform –

We've switched from PATCHS to SystmConnect, a simpler and more user-friendly online consultation platform. No accounts or passwords required, simply answer some questions, fill in your contact details and we will be in touch within 4 working hours.

Patient Feedback: *"The new SystmConnect platform is so much easier to navigate. I got a response within an hour, which was fantastic!"*



Total Triage –

All appointment requests for a GP and Advanced Nurse Practitioner are reviewed by our Clinical Assessment Team to ensure we get you, our patients, the right care, first time. Do note Nurse and Health Care Assistant appointments can be booked as always.

Patient Feedback: *"I appreciate the thoroughness of the Clinical Assessment Team. They made sure I saw the right person, and it saved me a lot of time."*

Flexible Appointment Requests –

You can now request an appointment at any time of the day, whether online (SystmConnect), in person, or over the phone.

Patient Feedback*: "Being able to request an appointment at any time is a game-changer. It fits perfectly with my busy schedule."*

Additional Features –



The ring back service has been reintroduced to reduce phone wait times. However, we're aware it hasn't been working perfectly for everyone. Our providers are actively monitoring and improving the system—thank you for your patience as we work to get it right. Should you experience any issues, please provide feedback via the following link: https://forms.office.com/e/yqKShHiLLQ.

Preferred Contact Method –

If possible, please use SystmConnect to contact the practice for an appointment. You'll find this quicker to answer the questions online as these are the same asked over the phone or at one of our receptions, rather than waiting in our phone queue. You will be helping to free up our phone lines for our vulnerable and elderly patients, so thank you if you do this.

***Patient Feedback**: "It's great that online contact is encouraged. It really helps those who need to call in to get through faster."*

Estate Decorations and Improvements –

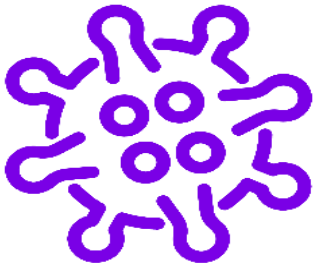
Our sites have been refreshed to create a more welcoming and refined appearance, including updated informational boards and TV videos to provide you with additional advice and help at surgery.



Next on our list: improving signage and waiting area comfort.

Got ideas? We'd love to hear them—please share your suggestions via our feedback form: https://forms.office.com/e/yqKShHiLLQ

Important Patient Information –



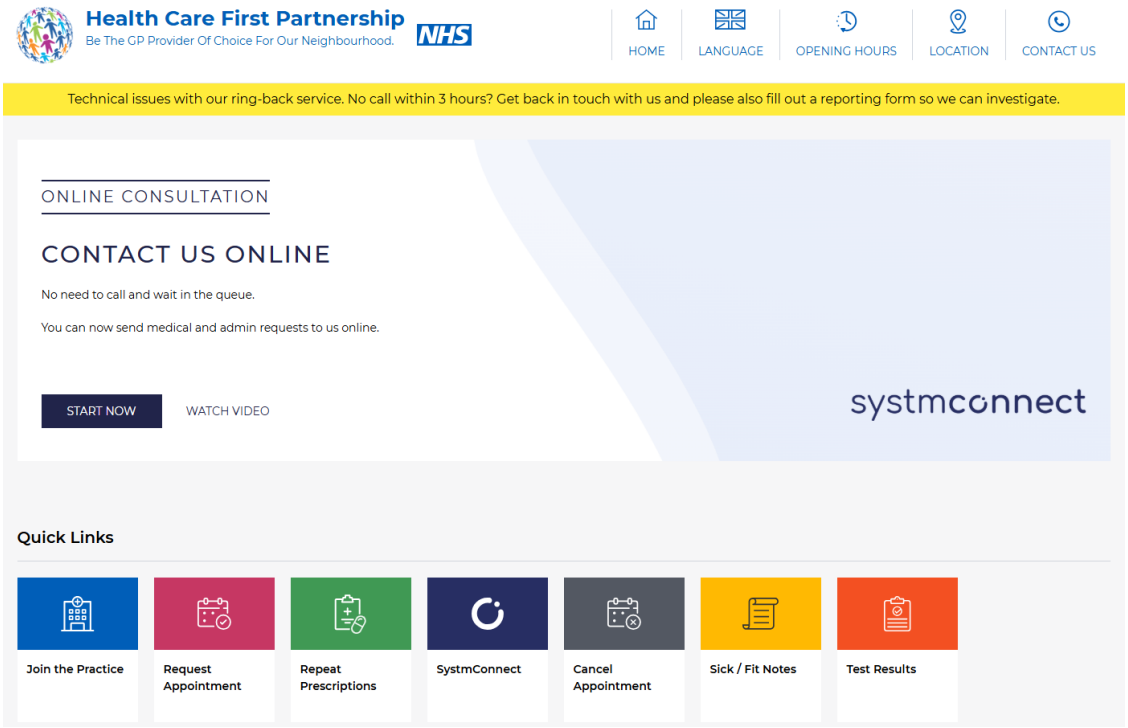
At Health Care First, your wellbeing is our top priority. That's why we're making a big push to protect our community with RSV and Spring COVID boosters. These vaccines are vital in reducing illnesses, especially for those most at risk. If you're invited, please attend your appointment—it's one of the best ways to stay protected.
For full eligibility and guidance, please visit the official NHS vaccination page: https://www.nhs.uk/conditions/vaccinations/

Patient Participation Group –

Patient Participation Group (PPG):
Our PPG has been instrumental in shaping our services. From reviewing patient materials to advising on improvements, their input is invaluable.
Want to get involved? Email us at healthcare.first@nhs.net our patients voice matters, your involvement can make a difference.

Website Update -

Thanks to PPG feedback, our website was relaunched on March 17th, 2025. It's now easier to navigate and packed with helpful tools.
Need help using it? We've added a step-by-step guide with screenshots to help you find what you need quickly. Visit: healthcarefirst.co.uk



If you wish to join or support our PPG, please email wyicb-wak.ppg.hcf@nhs.net.

Your Voice Matters - Patient Feedback –

Your feedback continues to shape our services. While we've made great strides, we know there's more to do—especially around phone access and appointment availability. We are trying to encourage patients that can use online systems to contact surgery, this will leave the phone lines for those patients simply unable to contact us any other way. Whilst we have seen a small increase in online usage this hasn't gone up as expected. We're listening, learning, and improving every day. Thank you for your continued support.

Patient Feedback: *"The roadshows were a great opportunity to share my thoughts and see how my feedback is being used to improve services."*

Thank you for being part of this journey. Your feedback has shaped our healthcare delivery. If you have any questions or feedback, please reach out through the feedback link provided or visit one of our receptions where the team will be only too happy to take your feedback.

What's Next?
We are committed to continuously improving our services based on your feedback. Our goal is to provide the highest quality of care in a welcoming and supportive environment.

Feedback link: https://forms.office.com/e/yqKShHiLLQ

We're committed to continuous improvement. As we build on recent changes to patient access and triage, we welcome your feedback on what's working well and where we can improve. Share your thoughts via our feedback link above or speak to our reception team.

Thank you for being part of our journey. Together, we're shaping a more responsive, inclusive, and patient-centred healthcare service.

Warm regards,

Health Care First