

October 2026 update

A letter from your practice team

Dear patients,

Since our September update, we've been working hard to make it easier for you to get the care you need. We know some of you have had frustrating experiences, and we're listening carefully to what you tell us.

Routine appointment waits have reduced from around 12 weeks to six weeks following additional appointments and changes to how we manage requests. We're pleased to see this progress and are continuing to work on bringing waits down further.

We have also recruited seven new receptionists who will be joining us shortly and completing their training to help strengthen the team and improve telephone access.

Since 5 October, we've been asking patients who can use Evergreen to submit routine appointment requests online. It's available from 8am to 6.30pm every weekday and lets you describe your concern in your own words, without waiting in a telephone queue. A GP will triage your request the same day.

Online and telephone requests are reviewed by the same GP triage team the same day. Please use Evergreen where possible to help keep our telephone lines available for patients who need support from reception. If you cannot use it, our reception team is here to help by telephone or in person.

We've increased the appointments we offer year on year for the past three years. However, demand continues to rise here and across general practice, so we're continuing to adapt how we work to best support our patients.

We recently met with the ICB and our Patient Participation Group to share our action plan and discuss your feedback. Behind these changes is a team who care about this community and want things to feel better for you. Thank you for your patience and for helping us understand where we can make a difference.

The CGHB Practice Team

For more information visit:
cghpartnership.co.uk

CGHB in numbers

3,389

flu vaccinations delivered
as at 26 October 2026

224

home visits
in the last reported month

Progress on access

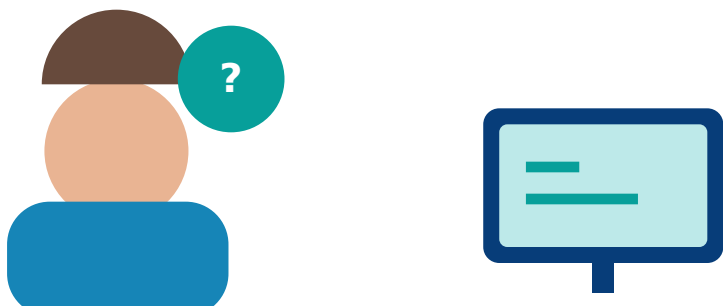
12 weeks → 6
weeks

Routine appointment waiting
times have reduced. We know
there is more to do.

7 new receptionists recruited
and completing their induction
and training.

Need help online?

If you cannot use Evergreen, our
reception team can help by
telephone or in person.



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Evergreen - requesting care without the telephone queue

Evergreen lets you explain your symptoms and concerns directly to the GP triage team. Online and telephone requests are reviewed by the same team on the day they are received.

Why use Evergreen?

- Avoid waiting in the telephone queue to explain your concern.
- Describe your symptoms and how they affect you in your own words.
- Help keep telephone lines available for patients who need reception support.

Evergreen or NHS App - which should I use?

Evergreen: Submit a new medical or appointment request to CGHB.

NHS App: Order repeat prescriptions, view available records and results, and check upcoming GP appointments.

Already have an appointment?

You should receive a text message confirming the details. You can also check the NHS App under Appointments → Manage GP appointments. If your confirmation has not arrived or the details look wrong, contact the practice.

Getting started with Evergreen Life

On your smartphone, visit www.cghpartnership.co.uk, select Services → Online Services. Follow the link to download the Evergreen Life app and sign up step by step. A helpful getting-started video is also available on that page.

Our pharmacy team can help with more than prescriptions

CGHB has a large pharmacy team with knowledge and training across a range of conditions. Clinical pharmacists can support medication reviews, long-term conditions, side effects and safe treatment. Some can assess concerns and prescribe where appropriately qualified.

Following GP triage, a pharmacy colleague may be the most appropriate professional to help you. They work closely with our GPs and nurses to provide the right care from the right person.



Evergreen
New requests



NHS App
Records & scripts



Telephone
Reception help

For more information visit:
cghpartnership.co.uk

Did you know?

898

appointments were not attended by patients last month

When you cancel an appointment you no longer need, another patient may be able to use it.

How to cancel

By text: Use the cancellation option in your appointment reminder.

By phone: Choose the automated appointment cancellation service – no need to wait for a receptionist.

In person: Let reception know at any practice site.

Thank you for helping us make appointments available to others.

When we are closed

For urgent medical advice, contact NHS 111. In a life-threatening emergency, call 999.

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You said, we did

You said: Patients and our Patient Participation Group (PPG) told us that appointment text reminders weren't always working as they should.

We did: We have reviewed and improved our reminder system so that text reminders are sent consistently, helping you keep track of your appointments and cancel if you no longer need them.

Did you know?

Last month, our nursing team carried out over 300 asthma reviews! These appointments help us check how you're feeling, review your inhalers and support you to stay well. Please attend when invited so we can help you look after your health.

What we're focusing on next

- Welcoming and training new clinical and reception colleagues.
- Continuing recruitment where staffing gaps exist.
- Reducing telephone waiting times.
- Improving GP triage and appointment access.
- Supporting patients to use Evergreen while keeping telephone and in-person help available.
- Listening to Evergreen feedback and reviewing the online service.
- Improving appointment communications and reducing missed appointments.

Breast Cancer Awareness Month

Know what is normal for you. Check your breasts or chest regularly. If you notice a new lump, skin dimpling, nipple changes or anything unusual, contact the practice. Attend NHS breast screening when invited.

How to check: Visit the NHS guide, including step-by-step instructions and a helpful video: [nhs.uk/tests-and-treatments/how-to-check-your-breasts-or-chest/](https://www.nhs.uk/tests-and-treatments/how-to-check-your-breasts-or-chest/)



For more information visit:
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Physio self-referral

Experiencing back, neck, joint or muscle pain?

If you are aged 16 or over and registered with a North Hampshire GP practice, you may be able to refer yourself directly to the Circle MSK service without a GP appointment.

Visit:
phio.eql.ai/provider/circlehealth

Follow the online questions about your symptoms. The service will review your information and advise on next steps.

Seasonal vaccinations

Thank you to our clinical and support teams, including colleagues running Saturday clinics, and to everyone who attended.

Flu and COVID-19 vaccination clinics continue for eligible patients. Please follow the booking instructions in your invitation.

Get involved with our PPG

Our PPG meets regularly. Visit our website or ask reception how to get involved.