

2025/26 PATIENT ANNUAL REPORT

AYLESFORD MEDICAL CENTRE

Appointment Data

Total DNA's in 2025/26 – 1,767

Total DNA's in hours – 510

Total Days lost to DNA's - 63

Total Appointments in 2025/26 – 43,277

Weekly Average of 2,250 Appointments

Significant Events

Total Significant Events in 2025/26 – 45

A significant event is any unexpected or notable incident that has the potential to affect patient care, staff wellbeing or the effective running of the Practice, whether the outcome was positive or negative. These events are used as learning opportunities to improve systems, processes and patient safety rather than to assign blame. Anyone within the GP Practice – including clinical, administrative and support staff – can and should report a significant event, as every team member plays an important role in identifying risks and contributing to continuous improvement.

Complaints and Compliments

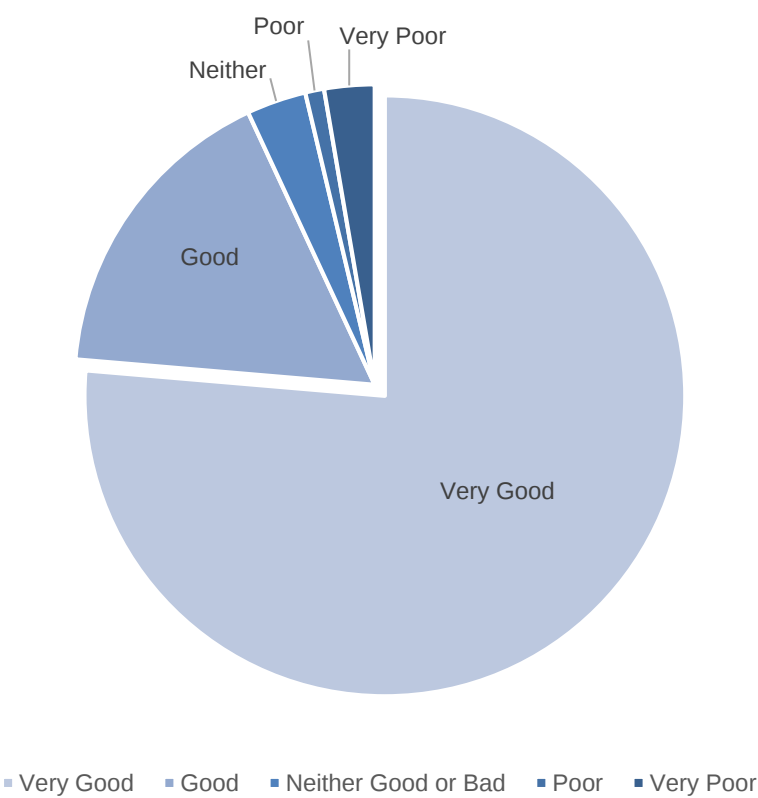
Total complaint 2025/26 – 23

Total compliments 2025/26 - 9

Friends and Family Test

Total responses received in 2025/26 - 593

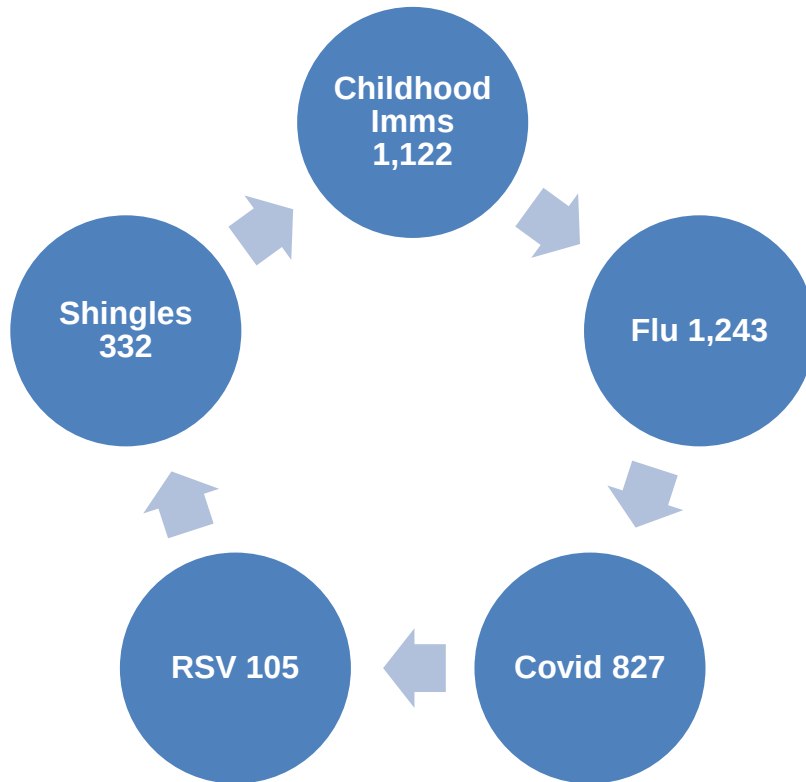
FFT Feedback



As always, we have received an incredible response this year to our patient feedback questionnaires, a total of 593 patients responded with a total of 551 patients rating their experience as either Good or Very Good (93%). All feedback is reviewed on a monthly basis and shared with the team both positive and for learning purposes to improve our service.

2025/26 Vaccination Programme

At this organisation, a wide range of vaccinations is offered to our patient population. During this reporting period, the following vaccines have been administered



Other Work

Much of a GP's work happens unseen. Beyond face-to-face appointments, GP's spend many hours reviewing test results, writing referrals, managing medications, responding to clinical letters and coordinating care with other services. This vital behind-the-scenes work helps ensure safe, timely and continuous care for our patients.

Medication Reviews

Total number of medication reviews carried out in 2025/26 – 2,583

Electronic Prescriptions Signed

Total number of EPS (Electronic Prescription Service) signed in 2025/26 – 35,172

Referrals Written and Sent

Total number of referrals sent in 2025/26 – 4,969

Med 3 (FIT Notes) Issued

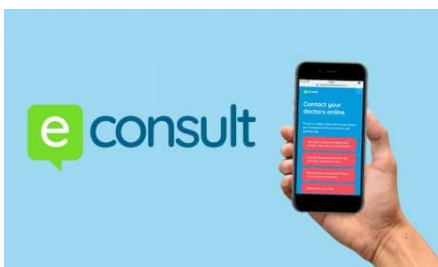
Total number of Med 3 (FIT notes) issued in 2025/26 – 1,141

Blood Tests

Total number of blood tests done in 2025/26 – 5,902

Online Consultations

In line with the new contractual requirement, the online consultation tool at Aylesford Medical remains open throughout contractual hours for non-urgent requests. The Practice uses eConsult for this.



Total number of eConsults submitted in 2025/26 – 2,321

Signposting and Care Navigation

Our reception team are trained to care navigate and signpost patients to the most appropriate clinician or service. This person-centred approach uses active listening to assess needs, enhancing patient care efficiency.

Enhanced Access

The number of appointments carried out between 1st April 25 and 31st March 26 = 3,545

Aspirations

Over the next 12 months, this organisation plans to:

- Explore collaborative working opportunities with local practices to enhance service provision
- Introduce at least one more GP or Advanced Nurse Practitioner to our ever growing workforce
- Investigate options with regards to extending both clinic space and car parking at the Surgery
- Continue to develop the team, exploring opportunities for learning