**A Belated Happy New Year to You All**

A very big thank you from all the staff for the wonderful gifts, bottles, and treats you delivered to us at Christmas. Your generosity was greatly appreciated and brought a lot of cheer to the team.

This time of year is particularly busy for us as we manage winter pressures like coughs & colds, chest infections, and flu, while also gearing up for the NHS financial year-end in March. Modern primary care demands that we meet numerous key performance targets to secure full funding. These targets are essential for ensuring excellent patient care, safe and cost-effective prescribing, and benchmarking practices against national standards. Long gone are the days when practices received funding simply based on patient numbers.

Over the next couple of months, you may receive a text or phone call from us, asking you to attend a medication review, provide a blood pressure reading, confirm your smoking status, or come in for a chronic conditions review, among other requests. Your help and cooperation with these will be greatly appreciated, as they contribute to the overall care and wellbeing of all our patients.

I have asked all our clinicians to make every contact count during this period. If you attend for a new medical issue, you may be asked additional questions or requested to provide a blood pressure reading. This proactive approach helps us stay ahead of health issues and meet our care targets efficiently.

**A Heart-Warming Story**
I wanted to share an inspiring example of the dedication of our team here at Much Hadham. Recently, a patient who regularly attended the practice for treatment missed their usual appointment. Concerned, as this was totally out of character, our nursing team tried contacting them multiple times without success. Their worry grew, and they asked if they could check on the patient at home. Upon arrival, they found the patient had fallen and been on the floor for 24 hours. The patient was very cold and confused, and an ambulance was immediately called. Thankfully, they are now recovering in hospital. This story highlights the strong relationships we have with our patients and the commitment of our team to go above and beyond – something we pride ourselves on.

**Stay Warm and Look Out for Others**
As I write this, it is the coldest day of the year. Please make sure you wrap up warm and check in on neighbours or friends who may be alone during this chilly season. A small gesture can make a big difference.

Best wishes,
Andrew