



PATIENT NEWSLETTER- SPRING 2025

Partners:

Dr Peter Evans
Dr Craig Embley
Dr Paula Baxter
Dr Catherine Kelly
Dr Prashanth Peddareddy
Dr Peter Mathias
Dr Monika Tomas
Mrs Anisha Chauhan

Doctors:

Dr James Hopkins
Dr Jess Thomas
Dr Foluke Faturoti (GP Registrar)
Dr Christena Farag (GP Registrar)
Dr Subash Gurung (GP Registrar)

Surgery Opening Hours
Monday-Friday 8am-6:30pm

Dispensary Opening Hours:
Monday-Friday 8:30am-1pm 2:30pm-6pm

This Winter (Dec-Feb) we had a total of 397 missed appointments. This is a total of around 120 hours! Please let us know if you cannot attend your appointment, as we can then give this to someone else who would need it. You can do this by either cancelling your appointment on the NHS App, or by giving us a ring.

THINK PHARMACY FIRST!

The Pharmacy First service allows community pharmacists to supply medications so you don't have to book an appointment at the GP practice. There are 7 conditions they are able to help you with:

- Earache (1-17 year olds)
- Impetigo (1 year old+)
- Infected insect bites (1 year old+)
- Shingles (18 year old+)
- Sinusitis (12 year old+)
- Sore throat (5 year old+)
- Uncomplicated UTI (women 16-64 year olds)

Before you contact the GP about suffering with one of the above conditions... think Pharmacy First!

Remember you no longer have to wait in the queue to pick up your repeat prescriptions. Instead sign up to use our **vending machine** to pick up your prescription when it suits, 24/7! Pick up a form from our dispensary to sign yourself up.

HAYFEVER TOP-TIPS:



Pollen levels are high in the summer time, and with 49% of the UK population suffering from symptoms, we've decided to share our top tips with our patients!

One line of defence we recommend are antihistamines (also known as hayfever tablets). These can be bought for less than £2 in supermarkets. There are many types of antihistamines, so if you're unsure about which ones to take, ask a pharmacist, as not all antihistamines are suitable for everyone.

We would also recommend using nasal sprays. These again can be bought over the counter at supermarkets, and most actually work faster than tablets!

If you suffer quite drastically with hayfever, it may be an idea to monitor pollen forecasts and try to stay indoors when the count is high. On high pollen days, shower and wash your hair when you arrive home, avoid drying clothes on a washing line, and apply an allergen barrier balm around the edge of each nostril to block pollens.

CHANGES TO OUR PRESCRIPTION COLLECTION

We have listened to our patients about their frustration around collecting medication. We will now be trialing a new prescription calling system.

What do you need to do?

- Go straight to the dispensary hatch, there is no need to get a ticket anymore.
- Once your prescription is ready you will be notified on our waiting room TV that it is ready for collection from the Dispensary hatch.

We appreciate your cooperation and understanding as we work to improve our service. If you have any questions, feel free to speak to a member of our dispensary team.



COVID-19 SPRING BOOSTER

The JCVI (Joint Committee on Vaccination & Immunisation) have advised a Spring Booster campaign this year.

The booster will be available from April 1st for the following groups of people:

- Those aged 75 or over
- Those severely immunosuppressed

Invites will be sent by either text or letter. Please only call to book in if you have received an invite.

Boost your immunity this spring!

NHS APP

Did you know you can access your GP health record from the NHS App?

You can order repeat prescriptions, see clinician consultation notes and view test results all from the comfort of your own home 24/7!

You can download the app on your phone or tablet from either the Apple App Store, or Google Play Store. Or you can even access your record from your computer or laptop by going to <https://www.nhsapp.service.nhs.uk/login>



Book in with our NHS App ambassador Lauren if you need a helping hand setting up or if you are having issues with the app!



NATIONAL WALKING MONTH

May is national walking month. Walking brings a multitude of health benefits, including improving heart health, strengthening bones, increasing muscle power and improving mental health!

If walking is not already part of your daily routine, find just five minutes to step outdoors and within a couple of weeks you will be making it a priority!