

# WINTER UPDATE

BILBOROUGH MEDICAL CENTRE &  
ASSARTS FARM MEDICAL CENTRE



Billborough  
Medical Centre

## Opening hours:

Monday – Friday: **8am – 6.30pm**

Saturday – Sunday: **CLOSED**



## Christmas Opening Times

Over the holiday season we will be open as usual with exception of the following days:

- **Monday 25<sup>th</sup> December (Christmas Day)**
- **Tuesday 26<sup>th</sup> December (Boxing Day)**
- **Monday 1<sup>st</sup> December (New Year's Day)**

If you need medical advice and support over the festive period, we recommend calling **NHS 111**, visiting **111 online**, or by calling **999** in the event of an emergency.

## Mental Health at Christmas

No matter how or if you celebrate, it's normal to find this time of year a challenge for your mental health. You may be worried about friends and family or other things happening in the world. You are not alone. There are all sorts of reasons you might find this time of year difficult and that's OK.

If you don't feel like there's anyone you can talk to, Samaritans are here for you. Call free, day or night, on **116 123** or email [jo@samaritans.org](mailto:jo@samaritans.org)

# WINTER UPDATE

BILBOROUGH MEDICAL CENTRE &  
ASSARTS FARM MEDICAL CENTRE



Billborough  
Medical Centre

## Staying Well This Winter

In the winter months it's common to get coughs, colds, sneezes, and sore throats. Not every illness needs a trip to the doctor, and many can be treated at home.

If you need advice, you can talk to a local pharmacist about over-the-counter medicines, and they will tell you if you need to see a doctor.

If you don't feel well and have symptoms that aren't going away, speak to your GP.



## Patient Participation Group

We want to know what is going well and what we could do better at our surgery. This is why we have Patient Participation Groups (PPGs).

PPGs bring together patients and staff to discuss the range and quality of services provided by the practice. They ensure the thoughts of patients are at the centre of all decision-making.

If you would like to be involved in our PPG, please call the practice, and speak to a member of the team.

## PATIENT PARTICIPATION GROUP (PPG)



## Covid-19 and Flu Vaccines

Time is running out to get your seasonal Covid-19 and Flu vaccination! The deadline to book your jab online is the **14 December**. Those eligible include:

- People aged 65 and over.
- Carers aged 16 years and above.
- Immunosuppressed people and their household contacts aged 12 years and above.
- People with certain medical conditions (please find a full list of eligible illnesses on the NHS website).
- Frontline health and social care workers.
- Pregnant women.

To book online visit [www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/](http://www.nhs.uk/live-well/seasonal-health/keep-warm-keep-well/). After this deadline you will still be able to get your vaccinations at walk-in centres and some pharmacies. Please speak to reception if you have any questions.

## Would you recognise the signs of gambling harm?

Gambling can harm physical and mental health, damage relationships, and leave people feeling lonely and isolated. It can also cause problems with employment, education, housing, and lead to serious debt.

If you notice that you (or someone you know) is feeling stressed, anxious, or isolated, or are asking about gambling a lot of the time, it could be a sign of gambling harm.

To learn more, and to find out about free advice and treatment services available in Nottingham, visit: [www.asklion.co.uk/gamblingsupport](http://www.asklion.co.uk/gamblingsupport).

There is also help available from the East Midlands Gambling Harms Service:

**Tel:** 0300 013 2330

**Email:** [dhcft.emgamblingawareharms@nhs.net](mailto:dhcft.emgamblingawareharms@nhs.net)

**Web:** [www.eastmidlandsgambling.nhs.uk](http://www.eastmidlandsgambling.nhs.uk)



Free NHS support to stop the harm caused by gambling

**NHS**  
East Midlands  
Gambling Harms Service

**East Midlands Gambling Harms Service**

Tel: 0300 013 2330  
Email: [dhcft.emgamblingharms@nhs.net](mailto:dhcft.emgamblingharms@nhs.net)  
Web: [www.eastmidlandsgambling.nhs.uk](http://www.eastmidlandsgambling.nhs.uk)

Managed by Ew Systems for the NHS Foundation Trust. Proud to be part of the East Midlands Alliance

# WINTER UPDATE

BILBOROUGH MEDICAL CENTRE &  
ASSARTS FARM MEDICAL CENTRE



Billborough  
Medical Centre

## We Want to Hear from You

Your feedback is incredibly important to us. We want to hear your thoughts on what we are doing well, what we could improve, and how likely you would be to recommend the practice to friends and family.

If you have feedback you would like to leave, you can fill out the form on our website homepage, or ask at reception for other ways to provide feedback.



Of patients would  
recommend the  
practice to their  
friends or family

\*as of November 2023

## Prescriptions

You can no longer make prescription requests over the phone.

Instead, please use the NHS App. You can download this for free by searching 'NHS' into your phone's app store.

Requests for prescription can also be made via request slips found in the waiting area, or by sending your requests through the post.

## Order repeat prescriptions on the NHS App



## We're here for you, for longer...



**Enhanced Access** appointments are available at your practice, or a nearby NHS service, outside of usual practice hours.

