

### Opening hours:

Monday – Friday: **8am – 6.30pm**

Saturday – Sunday: **CLOSED**



### Staff shortages

Over the last few weeks, the practice has faced significant staff shortages due to illness and recruitment challenges.

We are sorry if you've had to wait longer than normal to get through to us on the phone or faced longer queues at reception. During these difficult times, our staff are trying their best to respond as quickly as possible.

We hope these pressures will ease over the coming weeks and we can return to a normal level of service. Thank you for your patience and understanding.

### Online access to test results and letters

We have a new online system which allows you to contact the practice for non-medical or admin enquiries without the need to call reception. Using Accurx, you can request:

- Doctor letters
- Referral follow-up
- Fit notes
- Test results

Simply head to this link and submit your enquiry (between 10am and 4pm):

<https://florey.accurx.com/p/Y06356>.

 **Beat the heat**

**Plan ahead**

-  Check the weather forecast and the news
-  Plan ahead to avoid the heat
-  Schedule activities to cooler times of the day

**Keep yourself cool**

-  Drink plenty of fluids and avoid excess alcohol
-  Wear sunscreen, a hat, and sunglasses
-  Cool your skin with water and slow down

**Find somewhere cool**

-  Close blinds and curtains during the day
-  Go indoors or outdoors, whichever feels cooler
-  Avoid closed spaces like stationary cars

**Be safe**

-  Be on the lookout for signs of heat related illness
-  Look after yourself and check in with others
-  Stay safe when swimming
-  Get help. Call NHS 111 or in an emergency 999

For more information go to: [gov.uk/ukhsa/beat-the-heat](http://gov.uk/ukhsa/beat-the-heat)

## Beat the Heat

While we are all hoping for a sunny and hot summer, it's important to stay safe in the warmer weather.

Not protecting yourself from the sun can cause permanent skin damage. Make sure you cover up and wear sunscreen to reduce your risk of skin cancer.

Being outside in excessive heat can lead to heatstroke. Remember to stay hydrated by drinking plenty of water, and heading indoors if you get too hot.

## Whooping cough

Cases of whooping cough are continuing to rise.

If you are pregnant, it's important to get the whooping cough vaccine to protect your newborn baby. It's the best way to protect your child's health.

Speak to reception to make a vaccination appointment.

 

If you're pregnant, getting vaccinated gives your child the best protection against whooping cough.

**Getting vaccinated is quick and easy. Speak to your midwife or contact your GP practice.**



**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.



## Targeted Lung Health Checks

People between the age 55 and 74 with a history of smoking are being invited free NHS lung health checks.

Lung checks can identify early signs of lung cancer, even before symptoms start showing.

If you are eligible, look out for your invitation in the post.



If you are aged between 55 and 74 living in Nottingham and have ever smoked, you are entitled to a **FREE** NHS Lung Health Check.

**Look out for your invite in the post**

## Pharmacy First

You can now get treatment for seven common conditions at most high street pharmacies without needing to see a GP. Trained pharmacists at local pharmacies can assess and treat common and non-urgent conditions including:

- sinusitis
- sore throat
- earache
- shingles
- infected insect bite
- impetigo
- uncomplicated urinary tract infections in women (under the age of 65)

## 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.

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

## 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 May 2024**

## 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' in 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.