

AUTUMN UPDATE

BILBOROUGH MEDICAL CENTRE &
ASSARTS FARM MEDICAL CENTRE



Opening hours:

Monday – Friday: **8am – 6.30pm**

Saturday – Sunday: **CLOSED**



Closed from 12PM for staff training on:

15 October and 19 November



Don't worry, we're not closing!

Following recent news stories about the threat of GP practices closing in Nottingham, a few people have asked reception if we will be affected. We want to reassure all our patients there are no plans to close the practice.

It is true general practice across the country is struggling, and we are no different. We have more patients to see without the funding to employ the necessary staff. This means we can't make as many appointments available as we would like.

However, we have implemented some changes at the practice to help improve the service you receive. We recently installed a new phone system which allows us to answer your calls more efficiently and has a call back feature.

Please rest assured we are working hard to improve our service and provide the best care possible for you, our patients.

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Childhood vaccinations

As the colder months approach, it's important to make sure your children have all the jabs they need to stay healthy.

In England alone, vaccines for preventable diseases (such as measles) prevent more than 5,000 deaths every year.

Find out more at:

www.nhs.uk/childhoodvaccinations

NHS

Contact us online

If you need help with a non-urgent medical or admin request, you can now contact us online.



Online access to test results and letters

A remind of our 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>.

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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.



RSV vaccine

Adult who are pregnant, or aged 75 – 79, are being advised to get their RSV vaccine.

RSV (respiratory syncytial virus) is a common cause of coughs and colds. Most people get it several times during their life.

It usually gets better by itself, but in some people (especially babies and older adults) it can cause illnesses such as pneumonia or bronchiolitis.

Getting the RSV vaccine reduces the risk of getting these serious illnesses. Call the practice to book your jab.

Mental health support through NHS111

For the first time, anyone in a mental health crisis can now **call 111** and receive support from trained mental health professionals.

The phonenumber is open 24/7 and is available to all ages, including children.

You can find out more online here:

<https://www.england.nhs.uk/2024/08/nhs-111-offering-crisis-mental-health-support-for-the-first-time/>



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Are you a carer? Do you have a carer?

Make sure you let the practice know so we can provide the best service for your specific needs.

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 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 September 2024**