

Newsletter

September 2019



0115 9292354

Bilboroughmedicalcentre.co.uk



[/bilboroughmedical](https://www.facebook.com/bilboroughmedical)

Phone Issue

As you may be aware, the phonelines were down at Bilborough Medical Centre from July 31st – August 5th. This was due to unforeseen circumstances with the provider BT, which was out of the control of the practice and the Alliance. We offer our sincere apologies and give thanks to you, our patients and staff, for your understanding and consideration whilst we resolved the issue.

Phone System

We have had a new phone system installed and you are now required to select an option depending on the reason for your call. Please ensure you listen carefully and select the correct option:

Option 1 - For Reception and to book appointments.

Option 2 - For prescription questions - **we cannot take prescription requests over the phone.**

Option 3 - For secretaries - this is for other healthcare professionals or queries on existing referrals **only**.

Option 4 - For the management team.

Patients coming through on the wrong option will be requested to dial again and select the correct option; 1 if they require an appointment.

Alzheimer's Society Walk

We wish the best of luck to the members of our team who will be taking part in the Wollaton Park Memory Walk, in aid of Alzheimer's Society, taking place Saturday 7th September.

Strelley Closure

We are aware there are concerns around the closure of Strelley Medical Practice and the number of patients who have joined us at Bilborough. Please rest assured we have enough clinicians to cover the increase in patient numbers. Since taking over the practice in April this year, the Alliance have increased the number of clinical appointments, and continue to do so. So far, feedback from patients since April has been very positive.

Flu Vaccine

As we begin to enter flu season, we urge patients who are eligible to contact the practice and book an appointment for the flu vaccine. Flu vaccines are available for all over 65's and patients with long term conditions such as Diabetes and COPD.

An NHS advertisement for the flu vaccine. It features a blue background with a portrait of an elderly man. The text reads: "I've had my flu jab. If you're 65 or over, flu can be serious. Don't put it off. Speak to your GP or pharmacist today." There is a "HELP US HELP YOU" logo and a small NHS logo in the top right corner.

I've had my flu jab.
If you're 65 or over, flu can be serious.
Don't put it off.
Speak to your GP or pharmacist today.

HELP US HELP YOU
www.nhs.uk/flu

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Dr. Tariq M. Qureshi, GP, Newcastle and Kent CCG

Prescription Clerk

Patients with prescription queries are now able to ring Bilborough Medical Centre to speak to the prescription clerk between 10am-12pm. **Please note that we cannot take repeat prescription requests over the phone – queries only please.**

Reminder!

You can order repeat medication via **SystemOnline**. If you would like to register for this, please speak to the reception team. Some appointments are also available to book online.

Flu Vaccine Drop-In Clinics

In October we will be starting a Saturday flu vaccine drop-in clinic. More details will be published soon.

If you would like to book a flu vaccine please ring reception and speak to the team about to booking an appointment. Currently you can pre-booked flu appointments on Saturdays.

Please keep checking our Facebook page! We are regularly posting updates and news that will keep you up to date on Bilborough + Assarts Farm Medical Centre.

GP +

If you struggle to get to daytime appointments don't forget you can access evening and weekend appointments at GP+ in Nottingham City Centre. Please book appointments through the reception team at Bilborough or Assarts Farm Medical Centre.

Premises Update

Decoration works are now complete at both Bilborough Medical Centre and Assarts Farm Medical Centre. We hope you like your new waiting area! There will also be new information boards arriving soon.

Bilborough Medical Centre

Opening Hours: Mon to Fri 8.00am – 6.30pm

Assarts Farm Medical Centre

Opening Hours: Mon, Tues, Wed & Fri 8.00am – 6.30pm

Appointments are offered with GPs, Clinical Pharmacists, Practice Nurses & HCAs. All patients can now access evening & weekend appointments at GP+ in Nottingham city centre.

For medical advice outside of these times please call 111.