

THE ORCHARD MEDICAL PRACTICE

NEWSLETTER

11th September 2024



WHY NOT DOWNLOAD THE NHS APP?

Downloading the NHS App will give you quicker access to services such as prescription requests, booking appointments and reviewing test results.

SERVICES PROVIDED BY THE PRACTICE

- Phlebotomy
- Asthma & COPD
- Diabetic Checks
- Blood Pressure
- Contraception Clinics
- Vaccinations
- Maternity Services
- Health Checks

Many health problems **DO NOT** need a GP or Nurse. Reception can redirect you to the following services if appropriate:

- Community Pharmacy
- Optician
- Smoking Cessation
- Podiatrist
- Social Prescribing Link Workers
- Health & Wellbeing Service
- Dentist

Do more with the NHS App!

- Order repeat prescriptions
- Use NHS 111 online
- Find NHS services
- View your GP health record
- Book appointments
- Get reminders and messages
- And much more...

Need help?
Get support in the app or visit nhs.uk/helpmeapp

NHS App

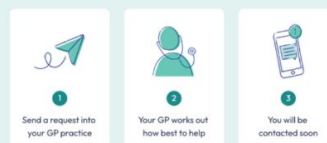
Available on the App Store and Google Play

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You can also send a variety of general enquiries and request fit notes using the accurx system meaning you do not have to telephone the practice.

Contact your GP online

Get in touch with your GP online for a quick, easy way to get the help you need.



- ✓ Make requests in your own time
- ✓ Avoid telephone queues
- ✓ Instantly access NHS self-help resources
- ✓ Available on the [NHS App](#)

Visit your GP Practice's website or the NHS App and send a non-urgent query into your practice.



OPENING HOURS

BROUGHTON ASTLEY

Monday - Friday
8.00am – 6.00pm

ULLESTHORPE

Monday - Friday
8.00am – 1.00pm

Weekends
Closed – Both Sites

Bank Holidays
Closed – Both Sites

OUT OF HOURS APPOINTMENTS

Out of hours appointments available to book through reception, online and via the NHS App

There are various appointments available with:

- GP – Telephone & Face 2 Face
- Advanced Practitioner
- Phlebotomist (Blood test)
- Nursing Appointments
- Pharmacist

Translation Services can be arranged if required for all appointments.

The Orchard Medical Practice
Orchard Road
Broughton Astley LE9 6RG
Tel: 01455 282599

Email: orchardmedicalpractice.noreply@nhs.net
Website: www.theorchardmedicalpractice.co.uk

Branch Surgery
Station Road
Ullesthorpe LE17 5BT
Tel: 01455 209286



APPOINTMENTS

The Practice has a range of appointments available, as follows:

- Pre-Bookable
- Online Bookable Appts (can be booked via NHS App)
- Telephone Consultations
- Medical Emergencies
- Home Visits can be requested, however these are only available for patients who are housebound due to illness or disability. Visits will be triaged prior to a Clinician visiting.

Appointments are available with the Following Practice Staff:

- GP
- Advanced Nurse Practitioner
- Practice Nurse
- Health Care Assistant
- Phlebotomist
- Practice Pharmacist
- First Point of Contact Physiotherapist
- Mental Health Practitioner

NEED TO CANCEL AN APPOINTMENT?

**Unable to attend your appointment?
Haven't got time to call the Practice?**

To make things easier and quicker for you to cancel appointments we have introduced a dedicated text service so you can cancel your appointment anytime, anywhere!

Just text the word "CANCEL" and your date of birth to 07985462036

Please **DO NOT** use this number of any other communication.

WHEN WE ARE CLOSED

If you need advice or treatment outside of our opening hours, please call **NHS 111**. Out-of-hours services are busy so think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the Practice re-opens.

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

ZERO TOLERANCE

Sadly, in recent months the Practice has seen a significant rise in aggression and abuse towards its staff, especially towards the reception team. Whilst we appreciate patients' frustrations and we will endeavour to continue to help all we can, please be reminded that we have a Zero Tolerance Policy on both verbal and physical abuse.



TEST RESULTS

Once your test results have been received by the Practice and looked at by a GP you will be able to see the result on your NHS App.

Please note this only applies to tests requested by a clinician at our Practice. If your tests were requested by a Hospital Consultant or Department, you will not see these on the NHS App as the result goes to the requesting clinician.

If you do not have access to the NHS App please telephone the Practice between 11.00am – 3.00pm. Remember, the reception team are not qualified to interpret these results.

VACCINATION CLINICS

We are currently inviting patients who are eligible for the new RSV (Respiratory Syncytial Virus) vaccine to attend for an appointment. If you are aged 75 – 79 years old, you may be eligible. Please contact the surgery to arrange an appointment in one of our RSV clinics.

For more information on RSV, please visit the NHS website.

We are starting our Covid and Flu clinics in October. Patients who are eligible for these vaccines will receive an invite within the next 7 days.

Why does the receptionist need to ask what's wrong with me?

Our reception staff are important members of the practice team and it has been agreed they should ask patients 'why the need to be seen'.

We have trained our reception staff to ask certain questions to help make sure you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.



Reception staff, like all members of our team, are bound by patient confidentiality.

SAVE THE DATE

The Practice will be closed for Training from 1pm on:

Wednesday 9th October 2024

Please take this into account when ordering and collecting your prescriptions

FRIENDS & FAMILY TEST – FFT



The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how. The feedback gathered through the FFT is being used in NHS organisations across the country to stimulate local improvement and empower staff to carry out the sorts of changes that make a real difference to patients and their care. The feedback forms are available in reception or alternatively complete the form online by visiting our website.

PRACTICE STAFFING CHANGES

Lesley Lucas, Advanced Nurse Practitioner has retired in the last few months.

HEALTH WALKS

The Practice is working with Active Together Harborough to encourage health walks. Walking is a good way to help relieve stress which can affect blood sugar, helps you build stamina and make your heart healthy.

For more information on how to get moving please contact:

active-harborough.org/contact-us

01858 828 282

TRAVEL VACCINATIONS

Travelling abroad? Need Travel Vaccinations?

- Collect, complete and return a Travel Questionnaire from Reception or complete the form online via our website.
- The Practice Nurse will contact you and discuss your requirements and make a convenient appointment made to receive your required vaccinations.

COMPLAINTS

If you are not happy with the service provided by the Practice, you can download complaints form via our website.

All complaints are taken seriously and can be a useful tool to improve our services.

INSURANCE REPORTS

Insurance Reports/ Forms etc will be completed by a GP. This is classed as non-NHS work and therefore will incur a charge. Fees are available via our website or from reception.

Please allow 28 days for completion.