

THE ORCHARD MEDICAL PRACTICE

NEWSLETTER

Jan - April 25



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

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

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

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

NEED TO CANCEL YOUR APPOINTMENT?

Unable to attend your
appointment?

Haven't got time to call the
Practice?

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

**PLEASE DO NOT USE THIS
NUMBER FOR ANY OTHER
COMMUNICATION**

EXTENDED ACCESS APPOINTMENTS

Due to the increase in winter pressures the practice would like to remind patients that we can offer extended access appointments to ensure that patients are seen as quickly as possible. These appointments are available outside Practice hours (including Saturdays) which can be booked 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

**APPOINTMENTS ARE AVAILABLE AT CENTRE SURGERY & NEWBOLD
VERDON MEDICAL PRACTICE.**

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



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.

FRIENDS & FAMILY TEST



Please continue to complete feedback questionnaire when attending an appointment at the Practice.

The feedback forms are available in reception or alternatively complete the form online by visiting our website or responding to the text link.

TEST RESULTS

Test results are available for you to see on your NHS App once they have been looked at by a GP.

Only tests requested by a clinician at our Practice will be visible. Tests that were requested by a Hospital Consultant or Department, will not show 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.

ZERO TOLERANCE

Please treat our staff with the same respect you would expect to receive.



**NO EXCUSE
FOR ABUSE**

Our staff should be able to come to work without fear of violence, abuse, harassment or discrimination from patients or their relatives.

We have a **zero tolerance** policy for these behaviours and we have the right to remove patients from our practice list and notify the police.

SAVE THE DATE

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

Thursday 13th February 2025

Wednesday 12th March 2025

April 2025 – TBC, updates available on our website

Please take this into account when ordering and collecting your prescriptions

SPRING COVID BOOSTERS

The Practice will be administering Covid vaccinations during April & May.

Patients who are eligible will be contacted by text or letter. Please respond quickly to our invitations and use the booking links where possible to arrange an appointment.

PATIENT PARTICIPATION GROUP - PPG “Help Us to Help You”



The aim of the group is to promote and maintain communication between the surgery and patients.

We will address any concerns/suggestions you may have and help to improve the patient experience.

We are NOT a forum for complaints. There is a separate procedure for this.

To contact our group please email:

lricb-wl.orchardppg@nhs.net

Or visit the website PPG page.

There is also a suggestion box at both our surgeries.

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.

INSURANCE REPORTS & FORM COMPLETION

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.

PRESCRIPTIONS & MEDICATION REQUESTS

Please allow 3 working days for **ALL** prescriptions (include items on repeat) to be processed.

Prescription requests will **NOT** be taken over the telephone at the Broughton Astley Surgery.

Due to capacity, we cannot guarantee any urgent/on-the-day prescription requests will be actioned the same day.

If you received a text or a letter advising, you are due for a medication review please arrange an appointment with the Practice Pharmacist. Failure to have a review could lead to delays in the processing of your prescription request.

- To request a prescription please:
- Use the NHS App
- Online Services
- Pop a request slip in the box in the foyer or through the letter box if we are closed
- Calling Ullesthorpe Surgery – **DISPENSING PATIENTS ONLY**

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.

ACCURX

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.

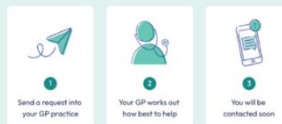
COMPLAINTS

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.

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.



NHS APP

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

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



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