



THE TUDOR TIMES

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Welcome to our spring newsletter

Easter Opening Hours

Thurs 17th April 08.00 - 18.30

Fri 18th April CLOSED

Sat 19th April CLOSED

Sun 20th April CLOSED

Mon 21st April CLOSED

Tues 22nd April 07.30 - 18.30

SAVE THE DATE

The practice will close at
midday for staff training on
Tuesday 29th April
Tuesday 20th May &
Tuesday 24th June

Data this quarter

(1st Jan 2025 - 31st March 2025)

- **7345** appointments completed by our team
- **343** appointments booked but patients did not attend
- **16770** calls answered by our reception team
- **95%** of our patients would recommend the practice to their friends and family

As we approach Spring and the weather is looking much brighter we hope that all our patients are enjoying the sunshine safely. The practice has been extremely busy over the winter but we hope that you have been able to access the care that you need.

As you will have seen we were ranked as the No 1 practice for Patient Satisfaction in 2024 and we know that surveys will be coming out again soon for 2025 so if you do receive one in the post please share your views and hopefully we can retain the No. 1 spot for another year.

We have recently had a team from BBC East Midlands in filming at the practice, looking at how we make the best use of our full team to provide a wide range of services to our patients. This should be aired later this month so keep your eyes peeled to get a peek behind the scenes.

If you haven't yet been to one of the "Community Health and Wellbeing Hub" events organised by our local Primary Care Network then look out for future dates. They took home the top prize in the 'Innovation in General Practice 2024' awards and it's a fantastic local event providing access to support and information from many local services.

As ever we are keen to hear from our patients about what we are doing well and we are grateful to receive excellent Friends & Family feedback each month. We do know however, that we don't always get things right so please do let me know if things go wrong and hopefully we can get them sorted quickly.

Best wishes
Tricia, Practice Manager

Female GPs

We know many of our female patients prefer to see a female GP, so we are delighted to have secured the ongoing services of Dr Natalia, Dr Singh and Dr Moss-Langfield.

They each work different days so, along with our wonderful Dr Simm, we now have a female GP working every day of the week.

Most of them will have pre-bookable appointments available so if you would like to see one of them and it's not urgent, please call reception to book this for you rather than you needing to call at 8AM"



Travel Vaccinations

If you're thinking of going anywhere exotic this summer make sure to allow plenty of time to get your vaccinations updated (if needed) We ask for 6 weeks notice ideally and need you to complete and submit the the form on our website. You can also can check the vaccinations you need on the [NaTHNaC website](#)

Prescription Requests

Since making the decision to no longer take prescription requests over the phone, there are 30% less calls into the practice, meaning our receptionists are free to answer calls for appointment requests and all other queries.

Thank you for helping us make this change.

If you need any support using the NHS App or our website, just talk to one of our team.



Long Term Conditions

If you have a long term condition, we will be asking you to come in to the surgery during you birthday month for your review.

Please either call reception to book your appointment, or use the booking link where available.

COVID-19 spring 2025 vaccination programme

The spring vaccination programme will be for:

- adults aged 75 years and over (including those who will turn 75 by 17 June 2025)
- residents in a care home for older adults
- people aged 6 months and over who are immunosuppressed

You do not need to wait for an invitation to book your appointment. Call 119 or use the National Booking System

which can be found on the NHS website.

Are you housebound? Just call **0116 497 5700** and select **option 1**

This number also helps with general queries regarding the Covid-19 vaccination.

DONT FORGET TO ORDER YOUR PRESCRIPTIONS IF THEY ARE DUE OVER EASTER

You may need to order a day or two earlier than usual if your prescription is due around the bank holiday weekend

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

NHS
Providing NHS services

Speak to your pharmacist if you suspect you have:

- Sinusitis (adults and children aged 12 years and over)
- Sore throat (adults and children aged 5 years and over)
- Earache (children aged 1 year to 17 years)
- Infected insect bite (adults and children aged 1 year and over)
- Impetigo (adults and children aged 1 year and over)
- Shingles (adults aged 18 years and over)
- Urinary tract infection (women, aged 16 to 64 years)

Visit your Pharmacy First!