

Simplify your life.

## Download the NHS App



Digital Support at Daybrook  
Medical Centre every  
Monday!

Elaine Osborne (Social & Digital Inclusion Coordinator) offers hands on support with the NHS App and Online Services at Daybrook Medical Practice every Monday.

Support Sessions include:

- One to one session (bookable)/or on the day advice (Walkin).
- Help with Downloading the NHS App.
- Registering for Online Services.
- Tutorial on the NHS App functions.
- How to order repeat prescriptions.
- How to view and manage your prescriptions.
- How to view your online health record (including viewing your allergies, medicines on repeat, Test Results, Events and Consultations, and documents from your GP and Hospital).
- Help set up Proxy Access for Carers (for patients at the same surgery and with consent). Access health services on behalf of someone you care for.
- How to contact Daybrook Medical Centre using an online form and get a reply.
- View and manage your hospital and other healthcare appointments.
- View useful links your doctor or health professional has shared with you.
- View and manage care plans

Monday's sessions are open to everyone. If you feel you need support to increase your confidence using online services to order repeat prescriptions or just want to know what the NHS App is about and what it can offer Elaine will support you in a friendly non-judgemental environment. Please book at the surgery

### Surgery Opening Hours:

Monday to Friday: 7.30am to 6.30pm; Saturday: pre-booked appointments only. Sunday closed.

If you need medical advice outside of these hours, please either dial 111 directly.

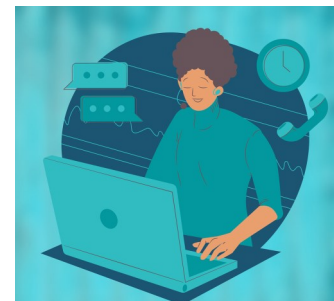
If you need to be seen urgently please go to the Urgent Care Centre on London Road (next to the BBC).

Only call 999 in an emergency. Chest pains and/or shortness of breath constitute an emergency.



Daybrook Medical Practice  
Salop Street, Daybrook, Nottingham  
NG5 6HP  
Telephone: (0115) 9267628  
[www.daybrookmedicalpractice.co.uk](http://www.daybrookmedicalpractice.co.uk)

## Daybrook Patients Group Newsletter Spring/Summer Edition 2025



We are pleased to announce that our practice has implemented a new telephone system that complies with NHS requirements, enhancing our ability to serve you better.

### Key Features of Our New System

- **Improved Call Handling** – Our system is designed to manage calls more efficiently, reducing wait times and ensuring your queries are addressed promptly.
- **Call Back Function** – If you find yourself in a queue, you now have the option to request a call back. This feature allows you to maintain your place in line without having to stay on hold, and we will return your call as soon as possible.
- **Compliance with NHS Standards** – Our new system meets all NHS requirements, ensuring that we provide a high standard of service and accessibility to all our patients.

Our appt system enables booking on the day and in advance. When the appointment allocation is full you will be directed to another health care profession or if you wish to proceed with an appointment with the GP you will be asked to call back another day when future appt will open.

We are committed to continuously improving our services and appreciate your patience and understanding. Should you have any questions or feedback, please do not hesitate to contact us.

The purpose of the **Daybrook Patient Participation Group (PPG)** is to communicate and work with the Practice in order to enhance the patient experience.  
We are always interested in **recruiting new members**.  
If you would like to join this group please contact the surgery on 0115 9267628, or ask at reception for further details.

## HELP US TO HELP YOU - LETS WORK TOGETHER

- Please update your contact details, mobile and address - we can't keep you informed if we don't have your details
- Tell us if you are a veteran/carer/young carer - this information may access alternative support
- Before you ring, please check if our other services eg pharmacy or Urgent Treatment Centre could be the better option for your needs
- Keep a check on your prescription - give us 48 hours notice to action.
- Please check the notice board in the reception for any support groups or local activities.



The Flu Season is fast approaching!

Daybrook Medical Practice will start booking appointments in August.

To check your eligibility, go to  
[National flu immunisation programme 2025 to 2026 letter - GOV.UK](#)

### Crisis Sanctuaries

Nottinghamshire Crisis Sanctuaries help with support with a mental health crisis or issue.  
**Age range:** 18+  
**Access details:** Self-referral  
**Coverage:** Nottingham City and Nottinghamshire County  
**Contact:** Chilwell - Nottinghamshire Mind, 318 High Road, 6pm-11pm every day.  
Mansfield - top of St John Street, 4pm-9pm every day.  
Worksop - Hardy Street, 5pm-10pm (Weds - Sat)  
Nottingham City - The Wellbeing Hub, 73 Hounds Gate, 7pm-11pm every day.  
**Phone** 0330 822 4100 (4pm-11pm) [Nottinghamshirecrisis sanctuaries.tv](http://Nottinghamshirecrisis sanctuaries.tv)



### Harmless services

*The Tomorrow Project* - support and advice for anyone affected by suicide  
**Access details:** self-referral, carer and professional referral  
**Contact:** [www.tomorrowproject.org.uk](http://www.tomorrowproject.org.uk)  
*Crisis* - Tomorrow Project Support for those experiencing suicide crisis (not 24/7)  
**Access details:** self-referral  
**Contact:** Website: [www.harmless.org.uk/crisis-form-nottinghamshire](http://www.harmless.org.uk/crisis-form-nottinghamshire)  
Email - [crisis@tomorrowproject.org.uk](mailto:crisis@tomorrowproject.org.uk)  
*Self Harm* - includes counselling and psychotherapy  
Access details: self-referral, family, carer and professional referral  
**Contact:** Email - [info@harmless.org.uk](mailto:info@harmless.org.uk)  
**Website:** [www.harmless.org.uk/self-harm-form-nottinghamshire](http://www.harmless.org.uk/self-harm-form-nottinghamshire)



### Be U Notts

Free and accessible mental health and emotional wellbeing support service for children and young people and their parent/carer.  
**Age range:** 0-25 years  
**Access details:** Self-referral, parent carer and professional referral.  
**Coverage:** Nottingham City and Nottinghamshire (except Bassetlaw).  
**Contact:** Phone: 0115 708 0008 (9am-5pm).  
Website: [www.beusupport.co.uk](http://www.beusupport.co.uk)  
*Bassetlaw*  
Kooth: 24/7 mental health support and awareness by text and online.  
**Contact:** Website - [www.kooth.com](http://www.kooth.com)  
Talkzone: Support for those aged 11-25  
**Website:** [www.talkzone.org.uk](http://www.talkzone.org.uk)



This information is available in an accessible format at <https://notts.icb.nhs.uk/your-health/mental-health/>

## PRESCRIPTIONS

Please ensure you order your prescriptions in plenty of time. You may need to order 1 to 2 weeks earlier to ensure you have time to pick the prescription up and collect your medication from the chemist.







## Your digital guide to mental health services in Nottingham and Nottinghamshire

**NHS**  
Nottingham and  
Nottinghamshire

### Crisis Line

Nottingham and Nottinghamshire Crisis Line is open to anyone, 24/7.

**Age range:** All age.

**Access details:** Self-referral, family, carer and professional referral.

**Coverage:** Nottingham City and Nottinghamshire.

**Phone:** 0808 196 3779

**Website:** [www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis](http://www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis)

For callers who are deaf or hard of hearing: 0115 8760111

**NHS**  
Nottinghamshire Healthcare  
NHS Foundation Trust

### Text Shout

Text service run 24/7 in partnership with SHOUT. Free, confidential mental health text support

**Age range:** All age.

**Access details:** Self-referral.

**Coverage:** Nottingham City and Nottinghamshire.

**Contact:** Text the word SHOUT to 85258.

**shout**  
**85258**  
here for you 24/7

### Nott Alone

A dedicated website providing mental health information and support to young people with links to local support.

**Age range:** Under 25 (currently being expanded to cover all ages)

**Access details:** Self, carer, parent or professional.

**Coverage:** Nottingham City and Nottinghamshire.

**Website:** [www.nottalone.org.uk](http://www.nottalone.org.uk)

**Nott**  
**Alone**

### Talking Therapies

Free, effective, confidential treatments to help with common mental health problems like anxiety, stress and depression.

**Age range:** 18+

**Access details:** Self-referral or via a GP.

**Coverage:** Nottingham City and Nottinghamshire.

**Phone:** 0333 188 1060

**Website:** [www.notts-talk.co.uk](http://www.notts-talk.co.uk)

**NHS**  
Nottingham and  
Nottinghamshire  
Talking Therapies

### Every Mind Matters

NHS website-based guidance to help lift mood or ease anxiety. Help includes an email programme which offers expert tips to deal with anxiety, and a six-week programme to help improve sleep. It also provides CBT techniques and advice to help others who are struggling with their mental health.

**Website:** [www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)

**every mind**  
**matters**

Large print version

**NHS**



## JUST THINK 111 FIRST

When you think you need A&E, contact NHS 111 by phone or online. We will help you right away. And if you need urgent care, we'll book you in to be seen quickly and safely.

111

**111** help us  
help you



## Arrow PCN Daybrook medical practice Social prescribers



### What is a social prescriber?

A social prescriber connects people to activities, groups, and services in their community to meet the practical, social and emotional needs that affect their health and wellbeing.

They can help patients -



- Who need support with low level mental health issues.
- Who are lonely or isolated.
- Who have complex social needs which affect their wellbeing.
- Who need help with benefits or are struggling with the cost-of-living crisis.
- Who are carers.
- Who need help with housing, debt etc.

Meet Helen and Trina  
the Social prescribers for  
Daybrook medical practice.

Follow us on Facebook for information on local  
community events, groups and NHS support:



Arrow PCN Social prescribers



Ask at reception for a referral to the social prescribers.



## Welcome to Carers Hub Service

Carers Federation, Carers Hub Service (CHS) is a free and confidential service that supports unpaid Carers living in Nottingham City or Nottinghamshire.

CHS is joint funded by Nottingham City Council and Nottinghamshire County Council, the service provides support and guidance to carers by giving them the opportunity to meet other carers through support groups, helping to reduce isolation and loneliness, offer advice and guidance and to access help and support in their area.

Best of all, The Nottingham/ Nottinghamshire Carers Hub Service encourages carers to have a say in what types of support they would like (or dislike!) to ensure the service provides them with exactly what they need.

### With CHS you can...

- Meet other carers in-and-around Nottingham and Nottinghamshire.
- Take a break from your caring role.
- Receive advice and information.
- Sign posting to other specialist services.
- Be assigned a dedicated support worker.
- Access to one number and online chat if required.
- Access to WhatsApp/ text messaging.
- Support with carers assessments.
- Support with accessing respite.
- Take part in reshaping the service in line with the local and national carers strategy.

### Want to get in touch?

- Call us on: 0808 802 1777
- Email: [carershubinfo@carersfederation.co.uk](mailto:carershubinfo@carersfederation.co.uk)
- WhatsApp or Text : 07814678460
- Chatbox: Available on our website [carershub.carersfederation.co.uk](https://carershub.carersfederation.co.uk)
- Office Hours: 9am- 5pm Mon to Fri
- Carers Hub Service, Carers Federation
- Christopher Cargill House, 21 - 23 Pelham Road Nottingham, NG5 1AP
- Facebook - search "Carers Federation"
- X (formerly Twitter) - @carersfednews
- LinkedIn - Carers Federation

or scan the QR code with your camera app



Registered number: 3123142 Registered Charity number: 1050779

Registered office: Carers Federation Ltd, Christopher Cargill House, 21 - 23 Pelham Rd, NG5 1AP

