



Ashfield House Surgery Tel 01623 752295 Newsletter Autumn - Winter 2025

OUR WEBSITE WWW.ASHFIELDDHOUSESURGERY.CO.UK

Please see our New Website – with useful information, contacts and our service

WELCOME

We'd like to extend a warm welcome to **Dr Craig** who will be joining the Practice this Autumn.

Important Dates

Surgery Closures

On the dates below when surgery is closed, please ring 111 if you need advice or to see a doctor. In case of emergency ring 999.

Bank Holidays

Thursday 25th Dec

Friday 26th December

Thursday 1st January 26

Staff Training Dates

Surgery closes at 12 noon on the dates below.

Wednesday 24th September

Wednesday 22nd October

Wednesday 26th November

Wednesday January 28th 2026

Extended Hours Service

All appointments must be pre-booked during normal surgery hours.

- **7.30am - Tues, Wed, Fri**
- **18.30pm Thurs**
- **Various Saturdays.**

Seasonal Bookings

Flu and COVID bookings are now being taken.

A Date For Your Diary

The surgery is planning an Open Day on Saturday 7th February, to which all patients are invited. It's a great way to meet staff and members of our Patient Partnership Group and find out more about the practice. Tea and biscuits will be available.

Smoking Cessation Clinic

Kirkby Leisure Centre from 12.30 -3.00 on Thursdays every week

Friends & Family

We welcome feedback from our patients, their families and carers. Please let us know if you have any suggestions to improve how the practice operates.

You Said We Did!

You requested more appointment availability for later slots, we have increased our afternoon surgery slots.

Prescriptions

Please remember to only order what you need and to provide the surgery with 48 hours' notice when reordering.

Get Advice

Pharmacy First: The Pharmacy First Services was launched on 31st January 2024 to provide patients with advice on minor illnesses and medicines.

The service offers quick and easy access to advice on conditions including Acute Otitis (for

patients aged 1-17 years), Impetigo (for patients aged 1 year and over), infected insect bites (for patients aged 1 year and over), Shingles (for patients aged 18 years and over), Sinusitis (for patients 12 and over), sore throats (patients 5 years and over) and uncomplicated Urinary Tract Infections (for female patients aged 16-64 years).

Pharmacists can also provide direct access to some prescription-only medicines without the need to see a GP.

Pharmacists have private consulting rooms so you can discuss your issues in private. They can also refer you to a GP or other healthcare professional if needed and following your appointment, the Pharmacist will notify your GP.

NHS App: You can use the NHS App to check your symptoms and get instant advice, book appointments and order repeat prescriptions.

Patient Participation Group (PPG)

Our PPG group meets three times each year. The group is made up of patients, so if you would like to find out more about what they do and how they work with us to improve services for our patients pick up a leaflet from reception and get involved.

PPG Fundraising: Thank you to everyone who bought tickets for our tombola and raffle events, this has helped fund new Nursing Equipment for the Practice.

Please keep an eye out for our next **Halloween & Christmas** fundraiser. You'll be supporting the practice raise money for new patient facilities at the same time!.

The PPG would like your ideas on what to spend the proceeds on, please place your suggestions in the suggestion box in reception..

Carers Hub Service

Carers Hub Service is a free and confidential service that supports unpaid carers living in Nottinghamshire.

Meet other carers in and around Nottinghamshire. Receive advice and information. Sign posting to other specialist services.

Please see posters in reception on notice board or call on 0808 802 1777.

Your Carer Champion is: Jaime at Ashfield House Surgery.

Why register with your GP as a Carer?

Ensure all carers are identified, registered and supported by the practice.

Provide information and resources to carers

Offer Flu and Covid Vaccinations and Health Checks.

Carer Support Groups

Ashfield Carer Support Group:
Ashfield Wellbeing Centre,
Portland Street, Kirkby in Ashfield

Meeting every 2nd Monday of the Month. 1.00pm – 3.00pm

Get Advice If You Feel Unwell

You can get help and advice from

A pharmacy – Pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor.

Your GP - May be able to speak to a GP over the phone or offer you an appointment if they think you need to be seen.

NHS 111 – If you have an urgent medical problem and you are not sure what to do. In an emergency go to **A&E** immediately or call **999**

Our Mission Statement

To improve the health & wellbeing of our patients through the provisions of high quality, accessible, professional healthcare services that inspire confidence in our patient's & our community.

Missed Appointments

The practice politely requests that if you are unable to attend an appointment, please let us know so that we can allocate it to someone else who needs it.

During July alone we had **72** missed appointments.

This equates to 1468 mins / 24.4 hours.