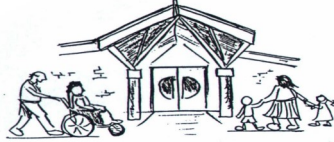


# MORTIMER MEDICAL PRACTICE NEWSLETTER

August 2025

Issue No. 69



Welcome to August's Newsletter we have a lot of change happening over the next few months and want all our patients to be kept abreast of the developments and new faces.

## Practice News

- ⇒ Dr Bartlett has sadly decided to retire In September. We wish him all the very best in his retirement and he will be missed by the Practice. Dr Howard will be Joining us from September.
- ⇒ Val will also be retiring to spend time with her family this month, we wish here all the very best.
- ⇒ Gillian has taken the decision to leave the Practice this month, again we do wish her the very best with her next adventure.

## Mortimer Medical Practice Phone Number

Our number has been updated and now there is one number for the whole Practice. This is so we can answer your calls quicker with more resources.

**01568 702418**

## Moving to a Total Triage way of working



From 01 October 2025 the Mortimer Medical Practice will be moving to the total triage way of working. The Government's vision is to move away from the 8:30 scramble for appointments. This system is an online form that you can complete digitally to deal with your problem. When it is completed it will go to a GP to be triage and you will be signposted to the most appropriate clinician for your concern. If it is to have an appointment with one of our clinicians you will be offered an appointment within an appropriate timeframe. The aim of this change is to be seen at the right time, by the right person to maximise appointments.

We are working on a support plan for our patients who do not have digital access or internet so they have the same access as those who do. We are looking at running workshops at each practice for patients to come along and ask questions look at the system and learn to use it. These will be an open invite, evenings, weekends and during clinic time opportunistically in September. We have visited other practice to learn from their experiences with moving to this model of care. Keep a lookout for the dates in Surgery and on our Website.

Our Patient Participation Group (PPG) are instrumental in supporting with communication to your Parish Magazines and Newsletters. The Practice Manager works closely with the PPG Members and will answer any question or concerns they bring from patients. We had a positive discussion on the 3rd July where they shared their ideas and concerns with us. The minutes can be found on our website just pop 'PPG' in the search box.

We are in the early planning stage so there will also be updates on our website and our Facebook page.

[www.mortimergpsurgery.co.uk](http://www.mortimergpsurgery.co.uk)

## Dispensary Update :

We have listen to your feed back, we want to improve the service reducing multiple trips and phone calls to check if medication is ready.

We will be moving to a new dispensing system to upgrade the current systems. Features include you receiving an email when your medication is ready to be collected. Just let reception know your current email address to access. More information coming soon.....





## Do more with the NHS App!

- Order repeat prescriptions
- Book appointments
- View your records
- And much more...

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### Contact Details

Please let us know if your personal or contact details have changed.

Check we have a current email address for you.

Our team will ensure your records are updated.

### Surgery Closure

The surgeries and dispensaries will be closed on the afternoon of Tuesday the **14 October 2025** from 12pm and re-open 8am (8:30 Branches) on the 15 October 2025. This is for essential staff training. There will be a Receptionist available for urgent calls until 6:30pm. Then dial 111 after 6:30pm.

Next training afternoon where the surgeries and dispensaries will be closed will be **Wednesday the 14 January 2026**

For urgent on the day call Reception on 01568 708214

Over 40? You need to know your blood pressure



Knowing your blood pressure numbers can help you to manage your risk.



Help us help you

### Bank Holiday Closures 2025/26

Summer: August 25th August 2025

Christmas Day: 25th and 26th Dec 2025

New Years Day : 1st January 2026

**For Urgent care: please call 111 during the**

### Patient Participation Group (PPG)

Do you want to be a patient advocate for your neighborhood?

Do you have innovated ideas and would like to influence change at the Practice?

Why not join our PPG, New Members are always welcome.

### Repeat Prescriptions

Please allow **72 hours** for your repeat prescription to be ready (this does not include weekends and Bank holidays) **It needs to be dropped off before 2pm (Mon-Fri)** to guarantee the 72 hour turn around.

If you order online, please indicate which surgery you would like to collect from. Dispensary is **closed** Saturdays, Sundays and Bank Holidays.

Visit our website or join our Facebook group to receive up-to-date information about the practice and what is happening.

Our Website; [www.mortimergpsurgery.co.uk](http://www.mortimergpsurgery.co.uk) Or Search Facebook for 'Mortimer Medical Practice'.