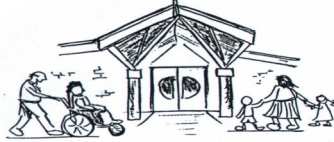


# MORTIMER MEDICAL PRACTICE NEWSLETTER

December 2025

Issue No. 71



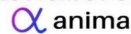
Welcome to Decembers' Practice Newsletter! It's been a busy few months as we've transitioned to total triage, thank you for all the positive feedback and support. We've listened carefully to your comments and passed your suggestions on to Anima to help improve the forms and make the process smoother for everyone.

We wish all our patients a happy and healthy Christmas and New Year. We are looking forward to 2026.

## Practice News

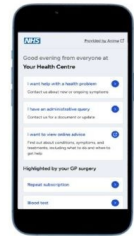
- ⇒ Dr Jones (Orloro) has left the practice to embark on a new adventure. She will be missed by staff and patients. We wish her all the very best.
- ⇒ We have welcomed New staff on Reception, Raihgan, Kim and Millie. Also Sharon and Amanda in Dispensary.
- ⇒ Jackie from the reception team in Orleton has now retired after a staggering 34 years with the Practice. We wish her all the very best in her retirement. She will be sorely missed by all.
- ⇒ Dr Lewis will be finishing her time with us in December, we wish her well with the final part of her training.

Live From 01 October 2025- Access via our website



Submit a **medical** or **admin** request online and get the **help you need** - without waiting in a phone queue.

[Submit now](#)



**Appointments that patients did not Attend without reason in November**


**131**

This is equivalent to 2 days of time wasted.



**Please let the surgery know as soon as you can if you cannot attend your appointment.**

## We have moved to Total Triage for all GP appointment requests.

 What this means for you:

- ⇒ Every request for an appointment will be assessed (triaged) first.
- ⇒ You can submit your request online, by phone, or at reception.
- ⇒ A member of the clinical team will review your information and decide the best next step.
- ⇒ This may be a same-day telephone call, a face-to-face appointment, advice by text, or referral to another service.

 Why we are making this change:

- ⇒ To make sure every patient is directed to the right care, at the right time.
- ⇒ To prioritise urgent needs quickly.
- ⇒ To reduce waiting times and improve access for everyone.

♦ **For Medication Reviews, please go through Administration Request not Medical**

We appreciate your support and understanding as we make this change to improve our service.



### Dates for your Diary

The annual training program where the Surgeries and Dispensaries will be closed for half a day (afternoon):

- ◇ **Wed 14 January 2026**
- ◇ **Thurs 16 April 2026**
- ◇ **Tues 14 July 2026**
- ◇ **Wed 14 October 2026**



### Contact Details

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

Check we have a current email address for you.

Our team will ensure your records are updated.

### Christmas and New Year Prescription collections (we are closed 25 & 26 Dec 2025 & 01 Jan 2026)

Drop 19 Dec collect 24 Dec	Drop 25 Dec collect 02 Jan	Drop 31 Dec collect 06 Jan
Drop 22 Dec collect 29 Dec	Drop 26 Dec collect 02 Jan	Drop 01 Jan collect 07 Jan
Drop 23 Dec collect 30 Dec	Drop 29 Dec collect 03 Jan	<b>Based on drop off before 2pm</b>
Drop 24 Dec collect 31 Dec	Drop 30 Dec collect 02 Jan	<b>12pm at Orleton on a Tuesday.</b>

### Surgery Closure

The surgeries and dispensaries will be closed on the afternoon of Tuesday the **14 January 2026** from 12pm and re-open 8am (8:30 Branches) on the 15 January 2026. 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 16 April 2026**

For urgent on the day call Reception on 01568 708214

### Bank Holiday Closures 2025/26

Christmas Day: 25th and 26th Dec 2025	Early May: 04 May 2026
New Years Day : 1st January 2026	Spring BH: 25 May 2026
Good Friday : 03 April 2026	Summer BH: 31 August 2026
Easter Monday : 06 April 2026	Christmas: 25 & 28 December 2026

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

### 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. Please note drop off is 12pm on a Tuesday at Orleton Surgery.

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

If you need a prescription earlier than planned please let dispensary know.

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'.