



## Summer Newsletter 2025



Here's what has happened in the last month and what's to come!

### **Keeping Cool This Summer**

As we reach the height of summer, please remember to stay cool and hydrated. Drink plenty of water, wear sun protection and hats outdoors, and keep your home shaded by closing blinds and curtains during the day. Cool showers and damp cloths can also help.

### **Registering with the Practice**

If someone you know would like to register with the practice and lives within our boundary, they can do so unless they have previously been removed from our list. You can check the boundary on our website – search Hoveton and Wroxham Medical Practice and scroll to **“New Patients”**. The page will give instructions on how to register with us. New build addresses should show as eligible once added to our boundary. If you're unsure, please visit the surgery. To access records online, you may be asked to provide identification.

### **Booking Appointments Online**

To avoid the morning phone rush, please use our website to request appointments. Click **“Contact us online”** (green ribbon), then **“Submit a new request”**. Choose **“I have a health problem”** and complete the form. You can also submit on behalf of someone else, such as a child or someone who cannot access online services. Appointments may be sent by text, and you may be able to choose a time that suits you. If you no longer need your appointment, cancel it via the **“Submit a form”** link on the website or by using the link in your text reminder. Missed appointments waste valuable time and often need to be rebooked. Your help cancelling when needed is greatly appreciated.

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#### **Contacting Secretaries Online**

If you need information about a referral, please use the online option on our website by clicking the **“Contact us online”** ribbon, then selecting **“Submit a new request”** and choosing **“I have an admin request”**.

This option can also be used to request fit notes or test results if you don't use the NHS App. If you call reception with these types of queries, you will be asked to use this online route. If your referral has already been confirmed by the provider, please contact them directly for updates.

#### **Callback Service**

Our telephone system offers a callback option during busy times. You won't lose your place in the queue – a care navigator will call you back. If the first call is missed, the system will try again.

This will save you waiting on the phone.

#### **Changed Address, Mobile or Email?**

Let us know about any changes using the “I have an admin request” form online.

We're using email and text more often to reduce postage costs – helping us invest more in clinical services.

#### **NHS App Support**

Our care navigators at reception can help you download and set up the **NHS App**.

This app allows you to view your records and test results. Clinicians check all results before they're posted and will contact you if anything requires action.

#### **Repeat Prescriptions**

You can order your repeat prescriptions on our website by clicking on the **Repeat Prescription tile**.

Prescriptions can also be ordered via the **NHS App** or using a **SystemOnline** account (you can sign up for this via the website).

We usually issue monthly prescriptions. In special circumstances, the duration may be shorter.

#### **Feedback or Complaints**

To share feedback, compliments or concerns, visit our website.

Click **“Surgery Information”** on the top purple band and scroll to **“Feedback, compliments and complaints”**.

#### **Research Event – Wednesday 24th September**

We will be holding a research event on **Wednesday 24th September, from 3.00pm to 5.30pm at Hoveton Village Hall**.

The event is an opportunity to find out more about the clinical research happening in our area. There will be information stalls to browse.

Afternoon tea will be provided. The event is supported by our Patient Participation Group and the local research network.

Places are limited, so **booking is essential**. If you would like to attend, please email **nwicb.hwmc@nhs.net** to reserve your place. If you need to cancel, please let us know using the same email address.

#### **PPG Talk – Ben Bradford, First Contact Physio**

We are pleased to invite you to a Patient Participation Group (PPG) event on **Wednesday 8th October, from 5.00pm to 6.00pm**, in the Health Education Room upstairs at the surgery.

Ben Bradford, our First Contact Physiotherapist, will be giving a talk about the First Contact Physio service. He will also share advice on how to stay fit and avoid frailty in later life.

Free refreshments will be provided.

To book a place, please email **ppg.hwmc@nhs.net**.