

North Baddesley Surgery

Norton Welch Close
Fleming Avenue
North Baddesley
SO52 9EP
Tel: 023 8074 3400

Patient Newsletter Winter 2025

Welcome to our Newsletter!

This contains Practice News, updates and announcements.

Reminder of our opening times over Christmas:

- 🌨 Thursday 25th December - CLOSED
- 🌨 Friday 26th December - CLOSED
- 🌨 Thursday 1st January - CLOSED

Christmas prescriptions:

The cut-off date for requesting prescriptions in time for the Christmas period is by **Monday 15th December 2025**. Please ensure that you request your medication by this date, so you don't run out over the holidays.

📞 NHS 111 can help if you have an urgent medical problem when your GP practice is closed. Dial 111 on any phone for advice, or visit the NHS 111 website – 111.nhs.uk.

📞 Remember to call 999 at any time in a medical emergency. This is when someone is seriously ill, or injured, and their life is at risk.

SEASONAL INFLUENZA / FLU

Thank you to all our patients who attended our Saturday Flu clinic in October. We managed to vaccinate an astonishing **1252** patients with a Flu vaccine.

We still have appointments available, although these are in limited supply.

If you are Eligible for your Flu vaccine and yet to have one, please give Reception a call on 023 8074 3400 to book an appointment.

Thank you for supporting your surgery.

Surgery Statistics

1st September 2025 – 30th November 2025

Number of registered patients: **9750**

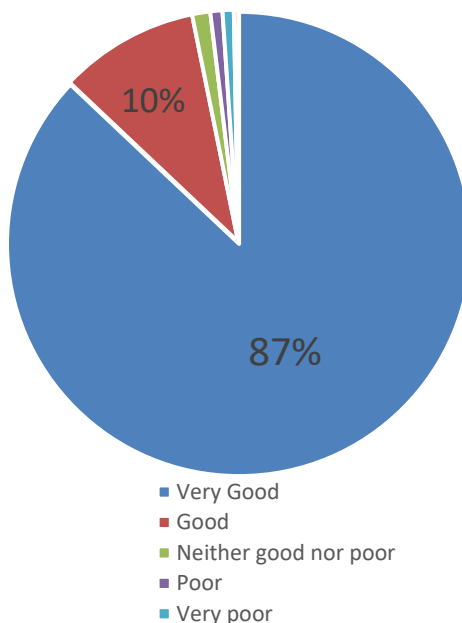
Incoming calls: **15,310**

Appointments offered: **12,465** (*Across all clinicians*)

Appointments not attended: **320**

Averaging 14.7 hours a week.

If you no longer need your appointment, please cancel your appointment. You can now do this by our automated cancellation line on the phone.



97% of our patients would have recommended us to their friends and family between 1st September and 30th November 2025.

Zero Tolerance:

No excuse for abuse – Our Practice will not tolerate any form of threatening behaviour, physical or verbal abuse. Our staff are here to help you.

CAR PARK:

Our car park is strictly for patients, staff and visitors to the surgery only. Cars are parked in our car park at the owner's risk.

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DID YOU KNOW?

You can request a call back on our telephone system **WITHOUT** losing your space in the queue! Simply follow the instructions when prompted on the phone.



Stay in control of your child's health **NHS**

Rates of winter infections are rising rapidly amongst children. When your child is unwell, be sure to know what to look out for and when to seek help using the FREE Healthier Together app. Developed by paediatricians, trusted by parents.

"It's like a mini doctor for you at home."

Using an easy-to-follow traffic light system, you'll find clear information on common childhood illnesses, including advice on what signs to look out for, when and where to seek help if required, what you should do to keep your child comfortable and how long your child's symptoms are likely to last.

"Brilliant. Simple, reassuring and helpful. Thank you!"

Scan the QR code with a smart phone to visit what0-18.nhs.uk

Download the free 'Healthier Together' app

Available on the App Store | GET IT ON Google play

@Health_2gether | @Health2gether

Healthier Together



HM Government **NHS**

PHARMACY FIRST
services available without a prescription

For patients in eligible age ranges

Earache 1 to 17 years	Sinusitis 12 years and over
Impetigo 1 year and over	Sore throat 5 years and over
Infected insect bites 1 year and over	Uncomplicated urinary tract infections Women 16-64 years
Shingles 18 years and over	

View messages about your care in the NHS App

- Turn on notifications for the NHS App to get messages from your trusted healthcare providers
- The NHS App messaging service is a simple and secure way to stay up to date
- You can also use these services by logging in through the NHS website



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AI (artificial intelligence)

North Baddesley surgery is committed to providing safe, effective and patient focused care.

To support this, some of our clinicians now use **Heidi AI** during consultations. This advanced tool assists clinicians in reviewing information and improving efficiency, while ensuring that clinical skill and judgment remain central to your care.

For more information visit our website.