

Mercheford House

Autumn Newsletter



SEPTEMBER 2025

Welcome to Merccheford House Autumn Newsletter

We hope you all enjoyed a sunny and restful summer. As we move into the autumn months, this edition of our newsletter shines a spotlight on our fantastic Healthcare Assistants, provides an update on our online triage service, and shares important information about flu and COVID vaccinations. We hope you find this newsletter both helpful and informative.

Spotlight on: Our Healthcare Assistants

At Merccheford House, we are proud to have two dedicated Healthcare Assistants (HCAs) – Elena and Pam. They are a vital part of our practice team and play an important role in delivering high-quality care to our patients.

Most people will know Elena and Pam as the friendly faces who take their blood tests, but their work goes much further than this. They support patients in a wide range of areas, working closely with our doctors and nurses to ensure you receive safe, thorough, and compassionate care.

Some of the services they provide include:

- 💧 Diabetic care – including routine blood tests and foot checks to monitor and prevent complications
- ❤️ ECGs – recording heart activity to help diagnose and monitor heart conditions
- 🩺 NHS Health Checks – comprehensive checks to assess your risk of conditions such as heart disease, stroke, and diabetes
- ⬆️ Monitoring long-term conditions – such as blood pressure reviews, regular blood tests, and follow-up checks

💉 Injections (Elena) – Elena has received additional training and is qualified to give certain injections, helping us expand the care we can provide in-house

Elena and Pam are highly skilled, approachable, and always happy to support patients through their care journey. They are an integral part of our practice team, helping us to provide safe, effective, and patient-centred care every day.

Next time you see them at the practice, you'll know just how many different ways they are working to keep you well

**2025
Flu & COVID-19
Vaccinations**

**Don't Forget to
Book Your
Appointment**

How to book:
📞 call Merccheford House – 01354 656841 and book your appointment today



Information:

Opening Hours:
Monday - Friday
8am - 18.00

Triage hours:
8am Onwards

Telephone number:
01354 656841

Website:
WWW.Merchefordhouse.nhs.uk

Out of Hours:
Call 111

Address:
28, Elwyn Rd,
March, PE15 9BY

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Here's some important updates and information you should know

Online Triage at Mercheford House

Visit: www.merchefordhouse.nhs.uk

Click on the "Contact Us Online" logo at the top of the front page to get started

Why use Online Triage?

✓ Accessible

- Easy-to-complete free-text forms
- No app or registration required
- Submit requests anytime during opening hours

✓ Simple

- Requests are quickly reviewed and triaged
- Many queries resolved without a phone call

💬 "We've had excellent feedback from patients who use this service."

🕒 **Available Monday–Friday, 8am–6:30pm (excluding bank holidays)**

⛔ Please Don't Use Online Triage For:

- Chasing hospital tests/appointments
- Contact your hospital or PALS service instead:

Peterborough City & Stamford Hospitals

📞 01733 673405 | ✉️

nwangliaft.pals@nhs.net

(Mon–Fri, 9am–4pm)

Hinchingbrooke Hospital

📞 01480 428964 | ✉️ hch-tr.pals@nhs.net

(Mon–Fri, 9am–4.30pm)

- Urgent medical help
- Visit NHS 111 online or call 111
- Emergencies
- Call 999 immediately

🕒 Response Times

For medical, administrative, or repeat prescription queries that can be answered with one SMS response:

- Submit online via our website
- We aim to respond within 3 working days

Pharmacy First – Get Help Now

👉 Don't forget! Your local pharmacy can treat and advise on a range of common conditions – often saving you a GP appointment.

Your pharmacy can help with:

- 🤒 Sore throats – over 5 years old
- 🚽 Urinary tract infections (UTIs) – 16–64 years
- 🤧 Sinusitis – over 12 years old
- 🦟 Earache – 1–17 years
- 🦟 Infected insect bites – over 1 years old
- 🦟 Impetigo – over 1 years old
- 🌟 Shingles – over 18 years old
- 🚫 No appointment needed
- 🧑🏻 Expert pharmacist advice
- ✓ Fast, local, convenient care

Mercheford House



PPG Email:
cpicb.merchefordhousePPG.nhs.net

Facebook:
[@Mercheford House](https://www.facebook.com/MerchefordHouse)

Instagram:
[@Merchefordhouse surgery](https://www.instagram.com/Merchefordhouse_surgery)

Tesco Pharmacy:
0121 519 7504

Boots Pharmacy:
01354 652180

Cornerstone Pharmacy:
01354 652165

Mercheford House Practice Closure Notice

Mercheford House will be closed on various afternoons for clinical governance and staff training. The practice will be closed from 14:00 to 18:00 and will reopen the following morning at 08:00.

- If you require a doctor during these closure afternoons, please call 111.
- If you have a medical emergency, please call 999 immediately.

Thank you for your understanding

Upcoming Closure Dates for 2025/2026

- Thursday 18th September
- Tuesday 21st October
- Wednesday 19th November
- Thursday 15th January
- Tuesday 17th February
- Wednesday 18th March

