

July 2025



# BRIG ROYD SURGERY NEWSLETTER

Welcome to our patient newsletter — your go-to spot for easy health tips, updates from our team, and some stories to brighten your day. We want to keep you in the loop and help you feel your best, whether you're stopping by for a quick visit or managing something long-term.

Thanks for being part of our community.





## IMPROVING YOUR APPOINTMENT EXPERIENCE AT BRIG ROYD SURGERY


At Brig Royd Surgery, our commitment is to provide safe, timely, and personalised care. We have introduced a new triage process using the Econsult system to ensure that urgent clinical cases are prioritised, appointments are matched to your individual needs, and you benefit from improved continuity of care with shorter waiting times.

### How to Request an Appointment – Important Update

You can request an appointment online, by phone, or in person at the surgery. We encourage patients to use the online form whenever possible, to help keep phone lines free for those who need urgent help or cannot use the online system.

 **Online Requests:** Available Monday to Friday, 8:00am – 6:30pm [via our website](#)

 **Walk-in Requests at the Surgery:** Available Monday to Friday, 8:00am – 4:00pm  
*iPads and support will be available in the waiting area for those who need help.*

 **Telephone Requests:** Available Monday to Friday, 8:00am – 6:00pm

*For patients unable to use the online form or attend in person, receptionists will help you complete an Consult over the phone.*

Since launching our new triage system at the beginning of July, here is what patients are saying:

“ I filled in online forms, got an appointment, saw doctor, got prescription. All sorted in one morning. Worked perfectly for me, thank you.”

“Response to my econsult was really quick and thorough. As a new patient I'm very impressed by the approach the surgery takes to patient care and the variety of treatment options available.”

“The Triage system worked, I gained an appointment without the stress of having to try and make it over the phone, this experience was so much easier than the usual 8am scrum on the phones to get an appointment.”

“What an amazing change, the new econsult service is so much easier, response the same day and a routine appointment for the next day. Well done to all involved.”

“eConsult is a much better option than phoning at 8am, and I do understand the surgery needs to prioritise urgency, etc, well done Brig Royd team.”

“Online system identifies who needs to be seen urgently and response from the surgery afterwards was excellent. Surgery is professionally run and responds to the needs of the local community and has done for many years. Congratulations to all involved.”

“No 8.00am telephone queues, completed the online request form from the comfort of my own home, got a response within the hour and an appointment the same day. What more can you ask for!”



## HAVE YOU DOWNLOADED THE NHS APP?

Did you know you can manage many of your healthcare needs quickly and easily with the NHS App?

### With the NHS App, you can:

- ✓ Submit an eConsult
- ✓ Manage your GP appointments
- ✓ Order repeat prescriptions
- ✓ View your medical records securely
- ✓ Get health advice and trusted NHS information

The app is free and easy to download on your smartphone or tablet. Simply search for “NHS App” in your app store and follow the instructions to set up your account.

## OUR ADDITIONAL ROLES

## WE ARE PROUD TO BE A PART OF CALDER & RYBURN PRIMARY CARE NETWORK

Primary Care Networks (PCNs) are groups of GP practices working together with other healthcare professionals and local organisations to provide more coordinated and accessible care. By connecting patients with a wider range of services and support close to home, PCNs help people make informed decisions about their health and receive the right care when they need it.

## WHAT THIS MEANS FOR YOU?

We have additional roles within our GP Surgery meaning we can get you the help you need, quicker than ever!

### ACUTE VISITING SERVICE

The team of Paramedics are all highly trained in advanced physical assessment, minor illness and minor injuries and are predominantly used to provide home visits to our housebound patients

### MENTAL HEALTH PRACTITIONER

Our Mental Health Practitioner is here to listen, support, and help you feel safe talking about how you're feeling. They'll take the time to understand what you're going through and, if needed, can connect you with local mental health services or other support.



### CARE COORDINATORS

Care Coordinators are part of the Personalised Care Team. They empower patients to be more involved in decisions about their care and ensures that the services they receive are more relevant and effective for them. They are also the main link between Care Homes and GP practices



### SOCIAL PRESCRIBING LINK WORKERS

Social Prescribing Link Workers are part of the Personalised Care Team working within the PCN. Social Prescribing helps you to explore services that may support you to improve your health, wellbeing & independence. Social Prescribers will help identify goals that you want to achieve that matter to you. They can support patients of all ages.



### CLINICAL PHARMACISTS

A clinical pharmacist is a healthcare professional who specialises in the use of medications to optimise patient care. They play a key role in improving health outcomes by ensuring safe and appropriate medication use, particularly in managing chronic conditions and complex treatments.

### FIRST CONTACT PHYSIOTHERAPISTS

First Contact Physiotherapists allow quick access to expert musculoskeletal assessment, diagnosis, treatment and advice. In some circumstances, patients may be referred to local Physiotherapy departments.

# MENOPAUSE SUPPORT GROUP

If you're between 45 and 55 years old and believe you're experiencing menopause-related symptoms, we are hosting a specialised clinic led by two clinicians with a focus on menopause care.



10th September 2025



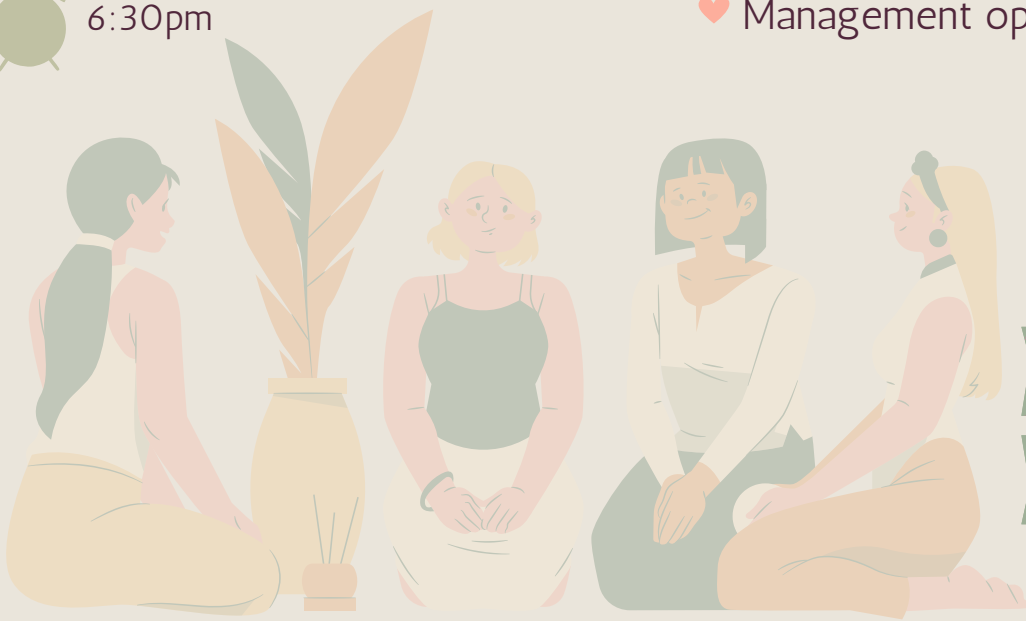
Brig Royd Surgery



6:30pm

## This session will include:

- ♥ Symptoms
- ♥ Self Care
- ♥ Access to follow up tests if needed
- ♥ Management options (including HRT)



If you are interested in this session, please contact reception.

## FLU & COVID Campaign 2025

### Who is eligible for the Flu vaccine?

- Aged 65 or over
- Have certain long-term health conditions
- Are pregnant
- Live in a care home
- Are the main carer for an older or disabled person, or receive a carer's allowance
- Live with someone who has a weakened immune system
- Children aged 2 or 3 years
- Children aged 6 months to 17 years with certain long-term health conditions



If you are eligible, then we have already purchased a Flu vaccine for you!

### PROGRAMME DETAILS

#### FLU VACCINES:

Pregnant women and all eligible children are eligible from 1<sup>st</sup> September 2025. All other adult Flu cohorts will start from 1<sup>st</sup> October 2025

#### COVID VACCINES:

The COVID-19 vaccine is available to all those who are eligible from 1<sup>st</sup> October 2025

### HOW TO BOOK

You will receive a link to book your appointment with us.

Where COVID-19 vaccine supply allows, we will aim to give you both vaccines at one appointment.

### Who is eligible for the COVID vaccine?

- Residents in a care home for older adults
- All adults aged 75 years and over
- Persons aged 6 months and over who are immunosuppressed, as defined in tables 3 and 4 of the COVID-19 chapter of the Green Book ([here](#)).







# WHAT'S ON AT FOUNDRY STREET COMMUNITY CENTRE

MONDAY	9:30am - 12:30pm	<b>Chat lounge</b> A warm and welcoming space for anyone aged 55 and over to relax, enjoy a cuppa, and have a friendly chat, if you feel like it!	THURSDAY	10:00am - 12:00pm	Table Tennis - Over 50s
	10:00am - 12:00pm	Table Tennis - Over 50s		10:00am - 11:00am	Languages for Fun: SPANISH
	6:00pm - 7:00pm	Kids boxing - Aged 8yr+		10:00am - 11:00am	Yoga for Healthy Ageing
	7:00pm - 8:00pm	Adults Boxing		1:30pm - 2:30pm	<b>Keep Active Fitness</b> <i>Suitable for all, low impact - no floor work</i>
TUESDAY	10:00am - 11:00am	Yoga for Healthy Ageing		2:45pm - 3:45pm	Tai Chi
	12:00pm - 1:00pm	Tai Chi (for people living with Dementia)		6:00pm - 7:00pm	Kids boxing - aged 8yr+
	1:30pm - 3:30pm	Languages for Fun: SPANISH		7:00pm - 8:00pm	Adult boxing
	6:00pm - 8:00pm	Unmasked Mental Health: peer to peer support	FRIDAY	10:00am - 11:00am	Sweaty Mama
	7:30pm - 9:00pm	Shotokan Karate Club		11:30am - 12:30pm	<b>Keep Active Fitness</b> <i>Suitable for all, low impact - no floor work</i>
WEDNESDAY	10:30am - 11:30am	Languages for Fun: FRENCH		7:30pm - 9:00pm	Shotokan Karate Club
	11:00am - 12:00pm	Line Dance fun	SATURDAY	9:00am - 10:00am	She Kick's - aged 4-8yrs
	6:00pm - 7:00pm	Women's boxing		10:00am - 11:00am	<b>Big Hugs Baking</b> <i>All ingredients, aprons and equipment is provided, and we will even clean up afterwards. Remember to bring a container with you to take home your bakes. Parental supervision required.</i>
	7:00pm - 8:00pm	Adult boxing		7:00pm - 8:00pm	Medicine Drum Journey
			SUNDAY	5:30pm - 7:30pm	Narcotics Anonymous

Check our their website for more details: <https://foundrystreetcc.org.uk/whats-on/activity-schedule>