

Borough Road and Nunthorpe Medical Group



Patient Forum



Practice and Patient Forum Newsletter November / December 2022

The Surgeries will be closed on the following dates through the Christmas and New Year holiday period:
Monday 26th and Tuesday 27th December 2022
Monday 2nd January 2023

We wish you the compliments of the season



COVID and Flu vaccinations Final Walk-in Clinics

(No appointment needed)

Saturday 10th December 2022

Saturday 17th December 2022

Saturday 7th January 2023

From 8:30am to 12:45pm

For patients who are:

- adults aged 50 and over
- adults aged 18 and over who are in a clinical risk group
- household contacts of people with immunosuppression
- care home residents
- carers (please inform the reception team that you are a carer)
- pregnant women
- front line health and social care workers

The Clinics will be held at the Linthorpe Surgery
at NORTH ORMESBY HEALTH VILLAGE TS3 6AL

Please be aware that queues may develop. Staff will try to get you seen as quickly as possible. While queuing please maintain social distancing and keep off the road.

Please bring a mask with you and do not attend if you have tested positive for Coronavirus within the last 4 weeks



Your Personal Details



Please remember to keep the Practice up to date with your personal details. Telephone number, **especially mobile number**, address and email are all very important when the Practice needs to contact you. There is a prominent form you can use on the front page of the Practice website, or just tell a receptionist.



The Practice Website has been updated

www.boroughroadandnunthorpe.nhs.uk

The new look arranges important information so that it should be much easier to find your way around. It also adapts to mobile phones and tablets well. It is new and will need some updating as we learn to use it. You can email us with suggestions for change at PatientForum.brn@gmail.com

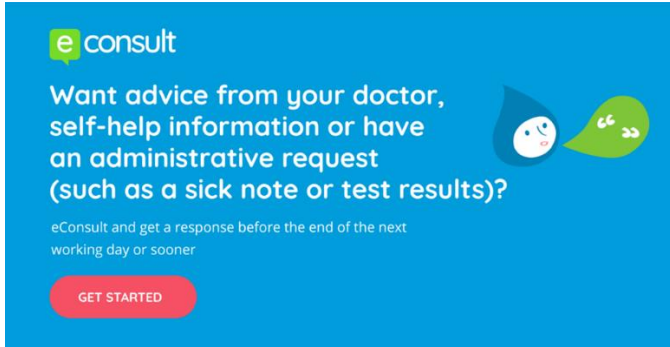
On Line Services for Patients with computers, tablets or smartphones.

The Practice offers a full range of online services using SystmOnline and the NHS App. You can book and cancel appointments, order repeat medication, see test results and view your medical record. Click the "Online Services" button on the front page of the website to learn more and sign up. We strongly encourage all patients to use the online systems.



We mentioned in the last newsletter that the phone system would give you the choice to request a call back when you get through. This is now working. Once you chose the call back option, listen to the message and hang up. Your place in the queue will be held. Once you reach the top of the queue the system will call you back. Do bear in mind that calls in the queue each take several minutes to sort out, so you will still have to wait until your turn comes, but you don't have to wait on the phone!

Make the right choices – Help us help you



econsult

Want advice from your doctor, self-help information or have an administrative request (such as a sick note or test results)?

eConsult and get a response before the end of the next working day or sooner

GET STARTED

The online **eConsult** tool on the website is a great way to avoid having to wait on the phone to seek advice.

Look for the image shown above on the website homepage www.boroughroadandnunthorpe.nhs.uk

eConsult lets you tell the Practice what you need help with, in a way that allows a doctor, nurse or healthcare professional to decide what should happen next. This might be a same day or later consultation, face to face or by telephone, with a doctor, nurse or healthcare professional; or the offer of emailed advice; or guidance on self-care; or suggesting a visit to the chemist / pharmacist.

eConsult is available from 8am to 1pm Monday to Friday only (excluding bank holidays). If eConsult reaches its maximum capacity before 1pm, it will become unavailable until the next working day at 8am. A note will be posted on the website explaining the temporary early closure.

Remember that you can get help and advice at any time by going online to 111.nhs.uk. Or you can call the NHS on 111.

**Always call 999
for serious or life-threatening emergencies.**

Seeing a doctor, nurse or healthcare professional outside normal surgery opening hours

The Practice has consultations available at the following out of hours times: 6pm - 9pm Monday - Friday (excluding bank holidays) and 9am - 5pm on Saturdays. If you need to book in these times, please ask when making your appointment. These consultations are held at:

The Park Surgery, One Life Medical Centre, Linthorpe Rd, Middlesbrough, TS1 3QY.

There are additional out of hours consultations for urgent care available via the 111 services.



Two locations: By appointment only via 111.

Middlesbrough One Life

Redcar Primary Care Hospital

What is available?

- Face to face appointments,
- Telephone consultations,
- Video consultations and
- Urgent home visits

Need Urgent GP or Advanced Nurse Assistance?

Open all night 6pm to 8am Monday to Friday. Open 24 hours at weekends.

Call 111 or use 111 online.

Provided by your Federation of GP Practices Easton Langbough and Middlesbrough (ELM) Alliance Ltd

If you can use any of the online services it will really help those who have to use the telephone.

One Final Request about Appointments

X The Practice understands sometimes you have to cancel an appointment. If you have to, **please tell the Practice.** You do not always need to speak to the practice to cancel a booked appointment.

If you have access to online services you can cancel your appointment using them.

You also have the option of leaving a voice message on the appointment cancellation telephone line. Please call the practice on the usual telephone number and listen carefully to the available options. The option to book or cancel appointment is option 1 on the menu. You should not need to queue to use this option. You just leave a message giving details. Someone else can then be seen in your place.

Pedestrian Access to Nunthorpe Surgery



If you have visited the Nunthorpe Surgery you cannot fail to have seen the wide pedestrian and cycle access path from Stokesley Road. Sadly, because of its generous width, some drivers (including a taxi) have chosen to use it as a vehicle entrance. This is clearly unsafe! After a campaign aided by the Parish Council, Middlesbrough

Council has supplied two large planter boxes (one for each end of the path) to make access for cars impossible. Middlesbrough Council have also promised to install larger signage. The Parish Council has received a grant to help plant them with shrubs and other appropriate plants.

#KeepWarmKeepWell



Get that glowing feeling

Stay warm, Stay well at 18°C indoors

#KeepWarmKeepWell

Search 'NHS winter warm'

This winter is unusually challenging for all of us because of the very high costs we have to pay for energy.

There is NHS guidance here: <https://bit.ly/3UMrs3v>

Middlesbrough Council help here: <https://bit.ly/3W0DOWR>

and Warm Places help here: <https://bit.ly/3Vligi8>



The Patient Forum

We are a group of patients which meets every two months with the Practice Manager to discuss the way the Practice is working, what improvements might be possible, and what we can do to help. We need help, so please do contact us by email, message on Facebook and Twitter with constructive suggestions. Thank you.

PatientForum.brn@gmail.com @PatientForumBRN

www.facebook.com/patientforum.brn