

Borough Road and Nunthorpe Medical Group



Practice and Patient Forum Newsletter May – July 2026



You can contact us in three ways if you need medical help.
A doctor decides which is the best way to help you.
The practice will contact you to tell you what will happen next.

ONLINE

1. Use the Practice website on weekdays www.boroughroadandnunthorpe.nhs.uk
2. Click on the **eConsult** blue box
3. Follow the instructions.

BY PHONE

Call on 01642 243668 or 01642 315390.

VISIT US IN PERSON

at Borough Road or Nunthorpe Surgeries

If you feel as though you need more urgent medical advice, please telephone the surgery and explain why.

If you think you have an urgent medical problem and want advice or you need urgent medical help outside of our opening hours please call 111 or use NHS online (111.nhs.uk) at any time.

For life threatening emergencies, DO NOT HESITATE, call 999 immediately.

PLEASE Sign up for and use the NHS App

You will then have 24 hour access to your medical records including: Using **eConsult to request medical help** (during surgery opening times); Making **Prescription requests**; Seeing your **Appointments** whether with the practice or hospitals; and reading your **Test results**.

Turn on Notifications and never miss a message



If you have a smart device (phone or tablet) we want to encourage you to turn on **NOTIFICATIONS** on your device. You must go to **SETTINGS**, and then to **NOTIFICATIONS**, and select **ON**. You will then receive alerts from the surgery or the NHS via the App. We strongly advise you to place the app in prominent position on your device so that

you can see the number of unread messages as above.

If you do not read the message within 24 hours you will receive a text message with the same information.

The NHS charges the Practice for text messages.

Messages via the App are free.

Please Cancel Your Appointment if you no longer need it!

We said in the last newsletter that the time lost through patients failing to turn up for their appointments was equivalent to **one full time member of the medical staff**.

This hasn't improved.

Please make sure that you do tell us as soon as you decide not to attend.

Some appointments are made a long time in advance for good medical reasons. Do

note all appointments in your diary – write them down or save them digitally.

Put reminders for them in your diary.

Think of the others you are helping by freeing up time.

Thank you.

Introducing EMMA

Our Virtual Receptionist

(August 2026 - coming soon)

Getting Through to Us Just Got Easier

We are introducing **EMMA**, an intelligent phone assistant, to answer your calls instantly.

No more engaged tones. No more waiting on hold.

Just tell **EMMA** what you need – whether it's an appointment, a prescription query, or something else – and she'll take care of it. Our reception team is still here for you. **EMMA** simply helps us answer every call, every time.

To learn more please go to our website:

<https://www.boroughroadandnunthorpe.nhs.uk/news>



Image © RoSPA 2026

Cold water shock is the body's immediate reaction to suddenly entering cold water, usually below about 15°C. The water temperature in the Northeast rarely rises above this level. It can affect anyone, even strong swimmers, and is responsible for many accidental drownings each year.

What happens to your body? The first reaction is an uncontrollable gasp, followed by rapid breathing that can make it difficult to stay calm or call for help. Your heart works harder as blood vessels narrow to protect vital organs, increasing the strain on the cardiovascular system.

Within a few minutes, your arms and legs begin to lose strength and coordination, making swimming much more difficult. The greatest danger is during the first few minutes after immersion.

Why is it dangerous? Cold water shock can cause you to inhale water, panic, become exhausted and lose the ability to swim. These effects can lead to drowning very quickly.

What should you do? If you fall into cold water:

- **Float** on your back if it is safe to do so.
- **Control your breathing** with slow, steady breaths. The initial shock usually passes within about a minute.
- **Keep your head above water**, using a lifejacket if you have one.
- **Think before you act.** Only swim if safety is very close; otherwise stay afloat and signal for help.

If someone else falls in, call the emergency services, encourage them to float, and throw them something that floats. Avoid entering the water yourself unless you are trained and properly equipped.

Remember Cold water shock can overwhelm anyone within seconds.

The best advice is:

Float. Breathe. Think.

Getting your breathing under control is the first and most important step towards survival.

NHS
Providing NHS services

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)

Ask your pharmacy for more information about this free* NHS service

Visit your Pharmacy First!

*NHS prescription charge rules apply where a medicine is supplied

COVID and FLU Vaccinations

Advanced Notice

The vaccination campaign starts on the 1st October 2026.

We are planning the details now. Look out for details in our next newsletter, on notices, on Social Media and for invitations from us to attend clinics.

The Patient Forum

You know of us by now! We are a small group of patient volunteers who meet with the Practice Manager bimonthly. We help with patient feedback and assist the Practice with changes and developments.



We pleased to report that two new members became part of the team recently. They attended the last two meetings and already are making a valuable contribution.

We need to know what and how the Practice can do better, so we need your constructive feedback.

Please let us know what you would like to hear about in the next Newsletter.

Look out for a survey coming soon about digital access – how is it working?

We would also welcome feedback about this and previous issues of our Newsletters:

by email: PatientForum.brn@gmail.com

or on  (formerly Twitter) @PatientForumBRN

or  www.facebook.com/patientforum.brn

July 2026