

Borough Road and Nunthorpe Medical Group



Practice and Patient Forum Newsletter August - October 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 – EMMA WILL ANSWER

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.

REPEAT: PLEASE Sign up for 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. Please do this! 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. Please 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.

Messages via the App are free.

The NHS charges the Practice for text messages.

Hi, I'm **EMMA**™

Those of you who use the phone to get in touch with us will have had your call answered by **EMMA**, our intelligent phone assistant.

We must thank all patients for learning to work with her and for engaging with her. She is here to stay. We know that some people do not find it easy to adjust to change. We encourage you to persevere!

Just answer **EMMA's** questions in your own words and she will do the rest.

(She answers all calls immediately!)



COVID and FLU Vaccinations



We are well under way with our Autumn campaign to deliver vaccinations to our patients. If you have not been offered the vaccines and you are eligible we encourage you to get in touch using our:

PCN booking line: 01642 988131. It is open from 8am to 5pm on weekdays – you should choose option 2.

You can also phone and tell **EMMA** that you wish to book a vaccination.

COVID vaccinations are available

- to adults aged 75 years and over
- residents in care homes for older adults
- individuals who are immunosuppressed aged 6 months and over

Flu vaccinations are available

- to pregnant women and children at clinical risk or up to school year 11
- to adults aged 65 and older, people aged 18–64 with long-term health conditions, carers, and frontline health workers

DID NOT ATTEND

We continue to be troubled patients failing to cancel unwanted appointments. These are classed as “DNAs”.

- In September **442** appointments were recorded as DNAs.
- That’s an average **22** per working day.
- This adds up to **6844** minutes of potential patient contact time.

Please help us with this very significant problem:

- Use all the tools you have to record your appointments
- Set reminders for them if you can
- Pay attention to reminders from the Practice and the NHS App
- **If you find you cannot attend please cancel immediately**
- Just phone and tell **EMMA** – it’s so easy!

Please don’t become a DNA!

Autumn is upon us!

Top tips from the NHS

Get your vaccinations – Keep at least two rooms above 18C (65F)
Keep bedroom windows closed – Wear several layers of clothes –
Keep active – Eat as well as you can - Keep an eye on your
neighbours – Spend time with others, it’s good for your mental
health

Practice Staff

We welcome two new members of staff to the team: **Dr Pramila KC and Dr Famitha Hussain.**

They join as salaried GPs, and as all the GPs, they will work at both surgeries.

Dr Eleanor Lynch goes on maternity leave in November.

Wrap Up Middlesbrough

17th October – 1st November 2026

Each winter some adults & children across Teesside don't have a coat to keep them warm.

If you have a spare, unwanted coat then please donate it and we will ensure it gets to someone in need.

Look out for the Wrap Up boxes to donate your unwanted coats to warm a heart this winter

To find the nearest donation point please go to www.wrapupuk.org

Rotary
Middlesbrough Erimus



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 have another new volunteer joining the Forum soon. We are encouraged by the interest shown by volunteers.

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

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

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