

# BARCROFT MEDICAL PRACTICE

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## Practice News

Welcome to our practice newsletter.

In this edition we will update you with all things going on within the practice and any upcoming health promotions.

### CALL AND ACCESS VOLUMES

Did you know in March we received 6903 Calls to the practice

### APPOINTMENT ACCESS

During March we offered 5670 appointments.

3223 of these were GP appointments.

2316 of these were Nurse Appointments.

## Stay Connected with Barcroft Practice!



### Follow us on Facebook

Stay up to date with news, health tips, and practice updates. Just search for **@barcroftpractice** on Facebook and follow us!



### Book Appointments Online

You can now book appointments online at your convenience. The appointments shown online are exactly the same as those available to our reception team.

**Booking online helps us reduce phone traffic, making it easier for those who can't use digital services.**



### Register with Us Online

Looking to join our practice? You can now **register online—even if you live outside our usual catchment area.**

Just visit our website and complete the online registration form. It's quick, easy, and paper-free!



### Need Help or Have a Question?

Go to our website homepage and choose:

- Ask a Clinician a Question
- Ask Reception a Question

We're here to help—whether you're booking, registering, or just need a bit of guidance.



## Pharmacy First

Did you know you can now attend a pharmacy for 7 common conditions without the need to contact your GP first. You GP will refer you directly if you were to contact them with one of the 7 conditions listed below, you can save a call and present directly to the pharmacy too. The pharmacist will assess your condition and provide advice and treatment where required.

Conditions they can offer prescription medicine for are:

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- earache (aged 1 to 17 years)
- sore throat (aged 5 years and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16 to 64 years)
- shingles (aged 18 years and over)

The Pharmacist can also offer advice for a wide range of common conditions outside of those listed.



# When to Call the GP Surgery for an Appointment

## Urgent Duty Doctor Appointments

If you have a medical concern that needs same-day attention but is not a life-threatening emergency, you may need an urgent duty doctor appointment. Call the surgery **as early as possible** in the morning to request one or book online. These appointments are reserved for conditions that cannot wait for a routine appointment, such as:

- Severe infections
- Worsening long-term conditions
- High fever in children
- Sudden or severe pain

Once capacity is full please consider local pharmacies, NHS 111 or the walk-in centre

For **life-threatening emergencies**, always call **999** or visit **A&E** immediately.

## Routine Appointments

Routine appointments are for non-urgent issues, including:

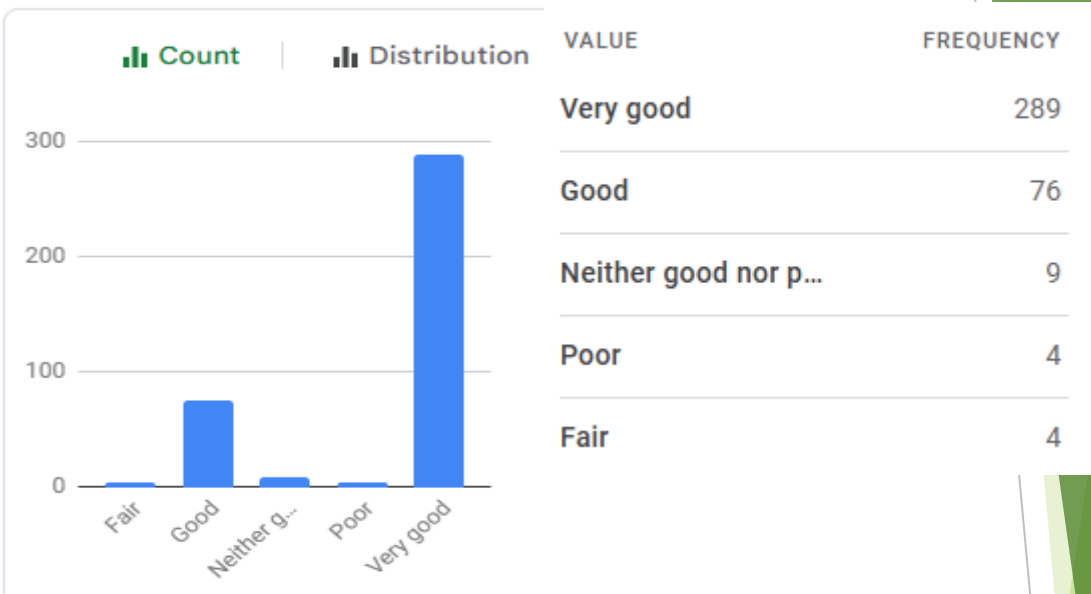
- Long-term condition reviews (e.g., diabetes, asthma)
- Medication reviews
- General health concerns that are not urgent
- Follow-up appointments

These can often be booked in advance by phone, online, or at the reception desk.

If you are unsure which appointment you need, our reception team can guide you.

# NHS Friends and Family

After GP surgery appointments patients receive an SMS inviting them to take part in a short survey regarding their care. Our results are below for February. Thank you for taking part in these surveys.



## We Offer More Than Just GP Appointments!

At Barcroft Practice, we’re proud to offer a wide range of additional services, including:

- LARCs (Long-Acting Reversible Contraception)
- Minor Surgery
- Steroid Injections
- NHS Travel Vaccinations