

# 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 May we received 5837 Calls to the practice

### APPOINTMENT ACCESS

During May we offered 4967 appointments.

2877 of these were GP appointments.

1276 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**

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Did you know you can now attend a pharmacy for 7 common conditions without the need to contact your GP first. Your 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 May. Thank you for taking part in these surveys.



Thank you for your kind comments

*I'm very happy and satisfied with my appointment because everything is sorted, May God guide, bless and grant you all good healthy and I wish you all the best ,thank you*

*I was seen 10 minutes before my appointment and the nurse was so nice*

*Appointment easily obtained, on time and friendly*



## **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**

### **Social Prescribing service**

A social prescriber, also known as a social prescribing link worker, is a healthcare professional who connects people to community-based resources and activities to support their health and well-being. Social prescribing complements traditional medical care by addressing the social, emotional, and practical needs that influence health

### **TCOP Physio**

Barcroft is proud to offer a physiotherapy service for our patients aged 75 and over who have a clinical need to be reviewed and seen by our physio. For patient who feel they need to be referred to this service please arrange a GP appointment to discuss this.