

BARCROFT MEDICAL PRACTICE

ISSUE NO 8 | SEPT 2025 |



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 August we received 5150 Calls to the practice

APPOINTMENT ACCESS

During August we offered 4517 appointments.

2426 of these were GP appointments.

1562 of these were Nurse Appointments.

The remaining appointments were booked with allied health professionals



Pharmacy First

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 from 08.00 when the appointments are released. 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.

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.

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 June. Thank you for taking part in these surveys.



Thank you for your kind comments

No hassle booking, nice pleasant nurse, no waiting, what's not to like

Reception staff were brilliant as usual. Very helpful and sorted my questions out for me

A great team. Keep up the good work!



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.

Autumn and Winter Covid and Flu Vaccinations are upon us, starting the beginning of October ! Are you Eligible !?



#StayWellBSW

STAY WELL this Winter

NHS
Bath and North East Somerset,
Swindon and Wiltshire
Integrated Care Board

FLU VACCINE

ARE YOU ELIGIBLE FOR THE FLU VACCINATION THIS WINTER?

From 1 September 2025 the following people will be eligible for a flu vaccine:

- pregnant women
- all children aged 2 or 3 years on 31 August 2025
- primary school aged children (from Reception to Year 6)
- secondary school aged children (from Year 7 to Year 11)
- all children in clinical risk groups aged from 6 months to less than 18 years

From October 2025 the following people will be eligible for a flu vaccine:

- those aged 65 years and over
- those aged 18 years to under 65 years in clinical risk groups
- those in long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- frontline workers in a social care setting

www.bswtogether.org.uk/yourhealth