



Welcome to our latest practice

Newsletter: Spring/Summer 2021

Website: [www.aspleymedicalcentre.co.uk](http://www.aspleymedicalcentre.co.uk)

<https://www.facebook.com/aspleymedicalcentre/>

**It's business as Usual at Aspley Medical Centre**

Please remember your surgery is open as usual, so you can still access the health care you need, just in a safe way, following the government social distancing guidelines. We are here for all your health related issues, not just covid or urgent issues.

You can still contact your GP—0115 929 2700, 111 online or call 111 for help.

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We hope you have all been keeping safe and well during these difficult times and want to reassure you that the practice team are here to support you.

Following feedback and questions from patients we thought it might help to try and answer some of your recent queries;

**Why have you locked the surgery doors?**

Although the surgery is open as usual we had to take the step of locking our surgery doors due to physical threats and verbal abuse from some patients; our staff come to work and help support our clinical teams and are here to support our patients, they do not come to work to be abused and the practice supports the

**NHS Zero Tolerance.** Any patients behaving in this manner will be asked to leave the premises and may be removed from the practice list.

We don't always get things right and If you are unhappy with your contact or visit to the practice then please ask to speak to a member of the Management team who will try and deal with your query appropriately. We are here to help.

**How do I access healthcare advice during Covid?**

Please telephone the surgery where your call will be placed on the telephone triage list for the doctor or nurse to call you back. You will be asked for a brief description of the problem so the receptionist can place your call in order of urgency and need. If you need an appointment this will then be made for you after your telephone triage with the doctor or nurse. Please only attend the practice if you have a pre-booked appointment which assists the practice the government social distancing during Covid.

we are also offering video consultations and photos can be sent by email [aspleymedicalcentre@nhs.net](mailto:aspleymedicalcentre@nhs.net) to support your consultation. When attending the surgery, please use the intercom bell on the left hand side of the doors. Please note; you are required to wear a face covering or mask during your visit to the surgery.

It's business as usual

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Questions & Feedback from patients

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Surgery Opening Times

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The Covid 19 Vaccine programme has begun



**Surgery Opening Hours**

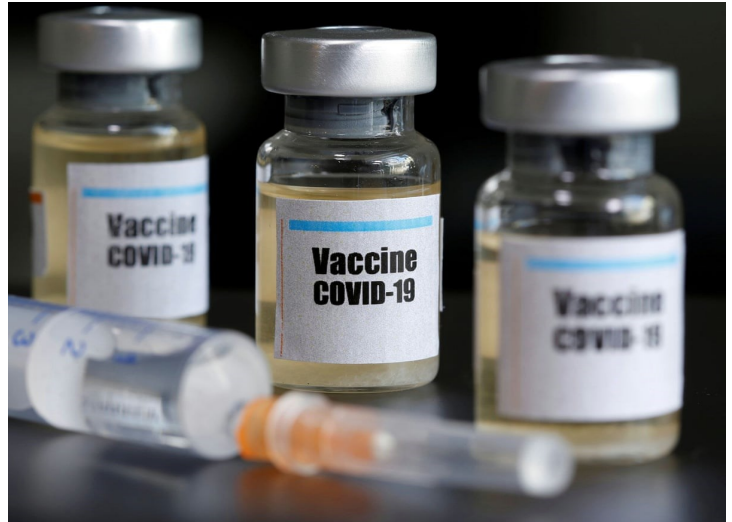
Monday	8am till 6.30pm
Tuesday	8am till 6.30pm
Wednesday	8am till 6.30pm
Thursday	8am till 6.30pm
Friday	8am till 6.30pm
Saturday	Open twice a month ;sat am by appointment only
Sunday	CLOSED

### The Covid-19 vaccination programme has begun.

When it is your turn to be vaccinated, the NHS will contact you. Please do not contact the NHS.

In Nottingham and Nottinghamshire, a few different health and care organisations including hospitals, GP practices, care homes and others are working together on the Covid-19 vaccination programme. This means when it is your turn to be vaccinated, this may not be at your GP practice. You will be told where to go for your appointment and how to book.

In line with expert guidance, the first priority for vaccination is care homes residents and staff, people over the age of 80 and frontline health and care workers.



We understand a lot of people want to be vaccinated and would like to reassure you this will happen. Please be patient and wait to be contacted.

For further information on why you are being asked to wait for your Covid-19 vaccine, please read the information on the [GOV.UK website](https://www.gov.uk)

### What is Social Prescribing?

Social Prescribing is when GPs, nurses, other primary care professionals and local agencies refer patients to a Link Worker (or similar role) who enables them to access appropriate support in the community, in order to improve their health and wellbeing.

Recognising that people's health is determined primarily by a range of social, economic and environmental factors, Social Prescribing seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health and wellbeing. Link Workers delivering Social Prescribing take this holistic approach to people's health and wellbeing by connecting people to local community groups, non-clinical and statutory services for practical and emotional support.



Social Prescribing works for a wide range of people, including people:

- with one or more long-term conditions
- who need support with their mental health
- who are lonely or isolated
- who have complex social needs which affect their wellbeing

This is not an exhaustive list.

To find out more about Social Prescribing, visit the [NHS web page](#). If you think this service is for you please ask a member of the practice team for more information.