
This newsletter will be our way of communicating to our patients and providing surgery updates on a regular basis and to also celebrate our news with you all!

Patient Participation Group WE NEED YOU!

We are looking for a maximum number of ten patients to be part of a Patient Participation Group. This is on a voluntary basis, to help develop practice services. We are hoping for the group to meet four times a year at Marston Green Surgery between 12.30pm to 13.30pm. If you are interested, please contact the surgery on manorhouse.marstongreen@nhs.net. Our next meeting is due to take place on 24th June 2026.

NHS APP

We are actively encouraging our patients to download the NHS App (where preferred) on the Apple Store or Google Play, to see their medical records, order repeat prescriptions, see test results and see their health messages.

After downloading the app, please turn on your notifications otherwise you will not receive your messages. More information is available on our website, or you can click onto www.nhs.uk/nhs-app

Repeat prescribing:

Please order your Repeat Medication via NHS App, you do not have to call the surgery and it is much quicker. If you need assistance in downloading the app, please pop into the surgery and the reception team will be happy to help.

Please order repeat prescriptions at least 72 hours in advance.

If you are chasing a prescription which has already been requested, please contact your nominated pharmacy in the first instance.

Measles/Child Immunisation

Urgent action needed to stop the spread of infection!

The best way for parents to protect their children from measles is the MMRV vaccine. It's never too late to catch up, please call the surgery to book an appointment with our nursing team, if your child has missed the vaccine.

Planned Care

To reduce the impact on the telephones, we are striving to deliver our planned care appointments to our patients as easily as possible.

You may have recently received a unique appointment link to your mobile phone to allow you to book your appointment at a time that is convenient for you without needing to telephone for an appointment. These messages are sent to our patients so that your appointment is around your birth month.

Our Nursing team specialise in delivering planned care, to include Asthma reviews, Diabetic reviews, Smear tests and Immunisation clinics.

They are supported by our dedicated Healthcare Assistant team who do regular BP clinics and other planned care clinics. If you would like further information on this, then please speak to our reception team.

It is important that our patients are reviewed regularly, and your support in booking your appointment promptly can help with this.

Access Update

We have several specialists available for appointments at the practice as well as GPs. These can be booked via the reception:

- MSK Appointments: These are for patients who have muscle pain following an accident or fall.
- Social Prescribers Appointments are available. These appointments are for patients who need social support ie: loneliness, bereavement, houses.
- Pharmacist Appointments: they can carry out medication reviews or deal with medication queries daily
- Advanced Nurse Practitioner (ANP) Appointments every day to deal with minor ailment issues and Paramedic for home visits.

Extended Access

Our practice is taking part in the extended access to general practice scheme with Sheldon Primary Care Network (PCN). This means that we offer additional doctor and nurse appointments to patients on Saturdays at Manor House Lane or Bosworth. All appointments are pre-booked via our reception and is not a walk-in service.

For those patients who are due their cytology screening (smear) and can only attend appointments on the weekend, the extended access appointments are available for you. Please ring the surgery and we will book your appointment for you.

Pharmacy First:

Patients can now get treatment for seven common conditions directly from their local pharmacy. This includes prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP. The Pharmacy First scheme was launched to give patients quick and accessible care and ease pressure on GP services.

What are the seven common conditions?

- Sinusitis, Sore throat, Earache, Infected insect bite, Impetigo (a bacterial skin infection), Shingles, Uncomplicated urinary tract infections in women.

You can get treatment for these conditions by walking into the pharmacy or contacting them virtually. GP receptionists, NHS 111, and providers of emergency care will also be able to direct patients to pharmacies that offer the service, if contacted.

Alternative NHS Services & Out of Hours Information:

Self-care/pharmacy Self-care is the best way to treat minor illnesses and injuries. Many minor illnesses and injuries can be treated at home, by taking over the counter medications and rest. Should you wish to speak to a professional for advice on anything from coughs, colds, fever and vomiting, your local pharmacist will be able to help and advice.

GP

If you have an illness or injury that will not go away, make an appointment with one of the GPs at the surgery.

NHS 111

You can call NHS Advice Line on 111 for confidential health advice or information at any time of the day or night. Alternatively, visit www.nhs.uk which allows you to check your symptoms, check conditions and treatments, and find telephone numbers.

Accident and Emergency:

A&E should only ever be attended in a serious or life-threatening emergency requiring immediate attention and treatment. If any of the other options are applicable, these should be the first choice. Cases at A&E are not dealt with in the order that patients present themselves but by the seriousness of the condition. This means that if you attend A&E with a minor condition, you may have to wait for hours to be seen. Please consider others when considering attending A&E as this could take critical time from doctors treating others

Mental Health Awareness:

Mental Health affects one in four of us and is a very serious issue that needs to be spoken about more often. It's a common problem, yet is still an isolated one, and people can start to feel ashamed or worthless because of it.

Support available:

NHS 111 – Mental health Crisis

[Samaritans](#): 24/7 helpline 116 123

[Mind](#): Helpline available Monday-Friday, 9am-6pm, [0300 123 3393](#)

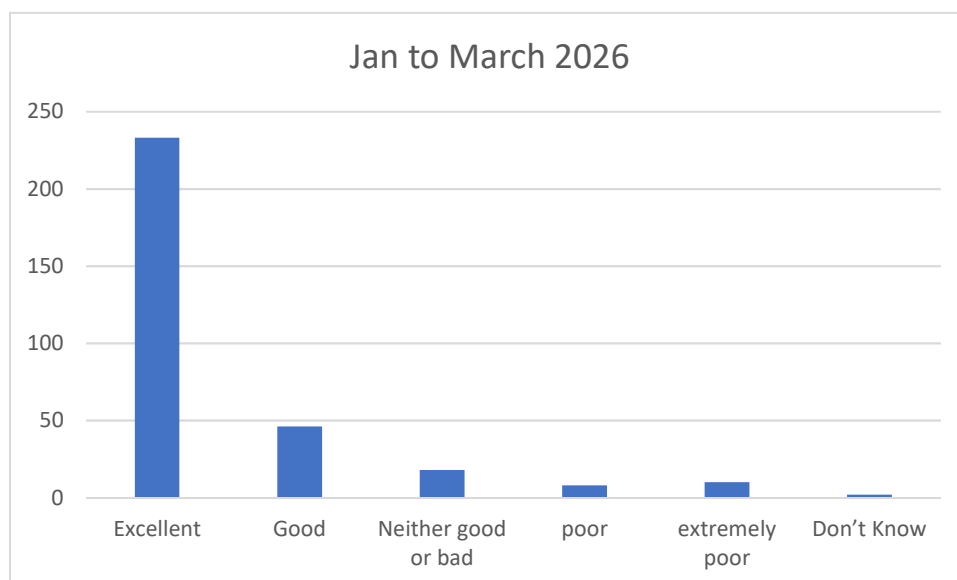
[Rethink Mental Illness](#): Helpline available Monday-Friday 9.30am-4pm, [0300 5000 927](#)

[Papyrus](#): Helpline available every day of the year, 9am-12am, [0800 068 4141](#)

[Campaign Against Living Miserably \(CALM\)](#): Webchat and telephone helpline available every day of the year, 5pm-12am, [0800 58 58 58](#)

Patient Feedback Data – You said, we did!

Thank you to all those patients who have completed the satisfaction survey.
The outcome between **1st January 2026 to 30th March 2026:**



YOU SAID	WE DID
Telephone waits too long	<p>Patients no longer need to wait on the phones, please press the queue buster and the reception team will call you back once they are free.</p> <p>Also introducing AI Andy the receptionist to assist patients with booking appointments. This will free up Receptionist to deal with any other telephone calls.</p>
Not enough Appointments	<p>There is a high demand for GP appointments. As well as GP appointments, we have the following teams who can also provide appointments:</p> <ul style="list-style-type: none"> • Paramedic – Minor Ailments • Physician Assistants • Pharmacist – Medication Reviews • Advance Nurse Practitioner • Social Prescriber • MSK – Physio First Appointments for falls/accidents
Appointment System	<p>We are moving to a new triage system in May called ANIMA. It will mean that GPs will no longer need to review all triage forms. This will be automated and will free up GPs to see more patients.</p>