

Borough Road and Nunthorpe Medical Group



Practice and Patient Forum Newsletter November / December 2025



We wish you the Compliments of the Season

The surgeries will be closed from 25th December to 28th December 2025 inclusive, and on 1st January 2026.

Do you need medical help from the Practice? - You can contact us in three ways.

All result in a doctor deciding the best way to help you.

The practice will contact you to tell you what will happen next.

ONLINE

1. Use the Practice website on weekdays www.boroughroadandnunthorpe.nhs.uk
2. Click on the **eConsult** blue box
3. Follow the instructions.

BY PHONE Call on 01642 243668 or 01642 315390.

VISIT US IN PERSON

If you feel as though you need more urgent medical advice, please telephone the surgery.

If you think you have an urgent medical problem and want advice or you need urgent medical help outside of our opening hours please call 111 or use NHS online (111.nhs.uk) at any time.

For life threatening emergencies, do not hesitate, call 999 immediately.

Punctuality and Late Running Surgeries

We offer a 15 minute appointment system and the most pressing or urgent issues will always be dealt with first. If you have more than one problem and have only booked one appointment, it's best to come back another day. The doctor may ask you to arrange a follow up appointment if it is not possible to deal with all your problems at one appointment.

Our commitment to you is to always start our surgeries on time. Inevitably, there are some instances where a patient may have a particular need which requires more of the doctor's time. These situations cannot be rushed and the doctor may end up running late.

We appreciate your understanding and tolerance when this happens. If you cannot wait then please let our reception know. It may be that you can rebook another appointment, or the doctor may be able to call you back later.

Do you look after someone regularly

who could not manage without your support? They may be your spouse or a family member, and they may be ill or disabled.

Are you under 18 and help to look after a relative with a disability, illness, mental health condition, or drug or alcohol problem. You may do extra jobs in and around the home, such as cooking, cleaning or helping someone get dressed and move around.

If you fill one of these roles you are a carer. If so please complete the form on the Practice website here:

<https://www.boroughroadandnunthorpe.nhs.uk/register-a-carer>



Top tips to stay well in winter from the NHS

(With thanks to Healthwatch for preparing the advice.)

- **Get your vaccines and boosters.** Protect yourself and others by getting your Flu Vaccination and if you are an at-risk group your Covid19 Booster.
- **Have your medication on hand.** Make sure you have the right medicines at home in case you get poorly. Ask your pharmacist if you're not sure what medications you should have.
- **Keep warm during the day.** Wrap up in lots of layers of thin clothes, even when you go to bed. Keep doors closed to block draughts. Try to heat rooms you regularly use to at least 18°C. Turn room thermostats off or down in rooms not in use.
- **Keep moving.** Move around indoors and try to get outside for a walk. Avoid sitting for more than one hour.
- **Wrap up at night.** Wear layers to bed, including socks. Use a hot water bottle or an electric blanket. (Don't use a hot water bottle and electric blanket together.) Keep your windows closed at night.
- **Eat well.** Make sure you eat a balanced diet with lots of seasonal fruit and vegetables. And try to eat at least one hot meal a day.
- **Stay hydrated.** Regular meals and hot drinks can help you keep warm.
- **Stop the spread of germs.** Protect yourself and others by washing your hands with warm, soapy water, covering your mouth when you cough or sneeze, and wearing a mask in public spaces.
- **Look after your mental health.** The winter months can take a toll on our mental wellbeing, so make sure you're looking after your mental health, just as you do your physical health. If you are feeling down, speak to someone – a friend, family member, or a healthcare professional like your doctor.



Infection Prevention and Control at the Practice

Our Commitment to Keeping You Safe

We take infection control seriously to ensure a safe and welcoming



environment for all patients. Our team follows strict hygiene procedures, including frequent handwashing, regular use of protective equipment where required, and thorough cleaning of consultation rooms, medical equipment, and waiting areas throughout the day. These steps help reduce the spread of germs and protect everyone who visits our practice.

How You Can Help When You Visit?

You play an important part in keeping our practice healthy. We encourage patients to use the hand sanitiser provided at the entrance, cover coughs and sneezes with masks that are available at the reception desk, and let us know if you are experiencing symptoms of infection before your appointment. If you're feeling unwell, we may be able to offer a phone consultation as an alternative to face to face. As the IPC (Infection Prevention and Control) Lead, **Jane Bilton, Nurse Practitioner**, I'm always happy to help — if you have any concerns or questions about infection control, please let us know. Together, we can maintain a safe and caring environment for our whole community.

Sister Jane Bilton

ADVANCED CLINICAL PRACTITIONER

TEL: (01642) 321390/243668

SEASONAL FLU SEVERE THIS YEAR

It is important that you follow the advice given in our surgeries about wearing masks. If you have a cold or flu-like symptoms we respectfully ask you to wear a mask to protect other patients and our staff. Masks are available.

South Tees Hospitals have introduced measures to protect patients and staff.

They have made the clinical decision to introduce the mandatory wearing of fluid resistant masks for all staff in specific wards



and services to help limit the spread of flu and other respiratory illnesses. Scan the QR code more details (includes wards affected)



Your local pharmacy is the most appropriate first stop to make if you have any sort of minor illness. Many of us suffer from colds, flu-like symptoms, sore throats and so on at this time of year. The pharmacist is trained to offer professional advice and over-the-counter medications to help.

And remember that you can just drop in for a consultation, no appointment is needed. All have private consultation rooms.

The Patient Forum



We are a small group of patient volunteers who meet with the Practice Manager bimonthly. We help with patient feedback and assist the

Practice with changes and developments.


We also need more patient members who are prepared to join our meetings (every two months on a Wednesday morning), to feedback, help, and contribute to the Forum's activities.

We need to know what and how the Practice can do better, so we need your constructive feedback.

Please let us know what you would like to hear about in the next Newsletter.

We would also welcome feedback about this and previous issues of our Newsletters. Please enquire about joining us:

by email: PatientForum.brn@gmail.com

or on  (formerly Twitter) @PatientForumBRN

or  www.facebook.com/patientforum.brn

December 2025