

Borough Road and Nunthorpe Medical Group



Practice and Patient Forum Newsletter March / April 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 and explain why.

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.

Please Sign up for and use the NHS App

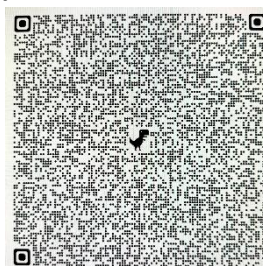


You will then have 24 hour access to your medical records including:

- Seeking medical help via eConsult (during surgery opening times);
- Prescription

requests; Appointments whether with the practice or hospitals; and Test results.

If you have a smart device (phone or tablet) we want to encourage you to turn on **NOTIFICATIONS on your device. You must go to **SETTINGS**, and then to **NOTIFICATIONS**, and select **ON**.** You will then receive notifications which alert you to messages from the surgery or the NHS. You will separately receive messages sent by text (SMS).



Scan the QR code for a short video explaining the NHS App.

Infection Prevention and Control

As we move through Spring, please be aware of common infections such as coughs, colds, and stomach bugs.

Help protect others by washing your hands regularly, using tissues for coughs and sneezes. Please avoid visiting the practice if you have symptoms of a contagious illness - contact us first for advice.

If unwell with fever, vomiting, or diarrhoea, please stay at home where possible.



It's Hay Fever Season



Spring hay fever season, largely driven by tree pollen, typically peaks in April but begins as early as

February with hazel, yew, ash, and elm. Birch pollen is a significant, highly allergenic factor during this period, affecting many in late spring. Symptoms are worst on warm, dry, windy days.

Key Spring Pollen Trends

- **February - March:** Early season starts with hazel, yew, alder, willow, ash, and elm tree pollen.
- **April:** Peak time for tree pollen, including birch, which is a major allergen for many.
- **Late Spring (May):** Transition period where tree pollen starts to decrease, and grass pollen begins to rise.

Management Tips

- **Avoidance:** Keep windows shut when the pollen count is high, particularly in the morning and early evening.
- **Protection:** Wear wraparound sunglasses and a hat when outside.
- **Hygiene:** Shower and change clothes immediately after being outdoors to wash off pollen.
- **Treatments:** Use over-the-counter antihistamines, nasal sprays, and eye drops. **Talk to your Pharmacist.**



The NHS Pharmacy First service enables community pharmacists to provide consultations and prescription-only medicines for seven common conditions without a GP appointment.

The conditions include sinusitis, sore throat, earache, infected insect bites, impetigo, shingles, and uncomplicated UTIs (in women aged 16-64), tailored by specific age requirements.

How it Works:

- **Consultation:** Pharmacists assess symptoms in a private, in-store consultation.
- **Treatment:** If necessary, they can supply prescription-only medicines (e.g., antibiotics) without a doctor's prescription.
- **Access:** Patients can go directly to a pharmacy or be referred by a GP surgery, NHS 111, or urgent care.

The Cost of Missed Appointments

There are many reasons why patients fail to appear for their appointments (we call this a "DNA" – "Did Not Attend" and monitor the statistics.)

The time lost to DNAs is running at the approximate **equivalent of one full time member of the medical staff**. This is clearly bad for all concerned.

You may simply forget; intentionally ignore it because you no longer feel the need (have got better); you may be afraid or nervous; a change of circumstances means that the time is no longer convenient; or an emergency comes up. On other than the "forget" occasions, **we ask that you let us know as soon as possible so that the time can be made available for another patient.**

We send out reminders when you make the appointment and shortly before.

Please do whatever you can to remember – write things down, set reminders, ask a friend or relative to remind you, etc!

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