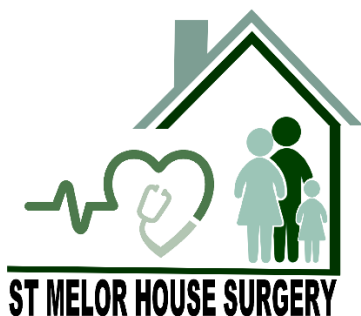


PATIENT NEWSLETTER

September 2025



📞 01980 622474

www.stmelorhousesurgery.co.uk






Download the NHS App or Airmid to access your clinical record, results, appointments and repeat prescriptions



Dr Alison Brown, Dr Louisa Blakey, Dr Tom Marshall and Dr Lucy Aquilina are here to help you keep well, with support from our Paramedic, Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants and the rest of the team.

To help you Stay Well this Winter:

- **Get your vaccines and boosters.** Protect yourself and others by getting your flu vaccination.
- **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. Make sure you're getting the help you're entitled to with your heating costs.
- **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.
- **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.
- **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.

				
Self Care	Pharmacy	NHS 111	GP Advice	A&E or 999
Stock your medicine cabinet	No appointment required	24 hours a day	Out of Hours call 111	Emergencies only
Minor cuts and grazes Bruises and minor sprains Coughs and colds	Minor illnesses Headache Stomach upsets Bites and stings	Dial 111 for urgent medical concerns	Persistent symptoms Chronic pain Long term conditions	Choking Chest pain Blacking out Serious blood loss



Next PPG meeting date

**Tuesday 27th January
2026**

12.30pm – 1pm



PATIENT PARTICIPATION GROUP

We are actively seeking patients to join our **Patient Participation Group**. The aim of the group (PPG) is to develop a positive and constructive relationship between the Practice, patients and the community.

Why?

- To help advise the Practice on patients' views
- To improve communication between the Practice and its patients
- To help patients take more responsibility for their health

The group meets at the surgery for an hour every 3 months. Interested?

Please email stmelorreception@nhs.net

Appointments and telephones



During August 2025 there were 3471 contacts at the surgery – either face to face or via telephone with either a GP, Practice Nurse, Health Care Assistant, Paramedic, Midwife, Care Co-ordinator or Social Prescriber. Of that number, 90 patients did not attend or answer their phone for their appointment which means 90 people could have been seen instead – please do let the surgery know as soon as possible if you are unable to attend your appointment. If you have a telephone call booked, please have your mobile with you.

We have a new phone system which allows a call back facility – to save waiting in the telephone queue, you can request a call back. You keep your place in the queue – just saves you waiting on the phone.

NHS APP – Book appointments, order medication and view your clinical record



- Want to get online with the NHS App but don't know how to do it or where to start?
- Having issues logging in?
- Not sure what the NHS App can do for you?

We can help you! Please come to our **Drop In Session** on
Wednesday 19th November between 12.30pm and 2pm

where our friendly team will help you get on to the NHS App and navigate round it. Please remember to bring your mobile phone or iPad/laptop with you. No booking needed – just turn up!

With patient numbers steadily increasing and limited clinical rooms, we will be reconfiguring the reception area over the next few months to allow us to gain an extra room on the ground floor. Please be patient with us while the work is carried out but all services will continue as normal. Thank you for your understanding.