

# NEWSLETTER

SEPT/OCT 2025

From the 6<sup>th</sup> October we are moving to a total triage model. Total Triage has been shown to reduce waiting times, and it enables us to attend to your medical needs more promptly. Using digital communication will mean that you can engage with us from the comfort of your home or workplace.

Triage ensures that limited healthcare resources are allocated to patients who need them most urgently. Total Triage will address the increasing demand for appointments and reduce the frustration of having to call and be in a long queue at 8am.

## WHAT IS TOTAL TRIAGE?

Total triage is a General Practice workflow where **every patient** contacting a practice first **provides some information** on the reasons for contact and is **triaged** before making an appointment.

All patient requests will be triaged by one of our experienced clinicians who will decide what the best course of action is.

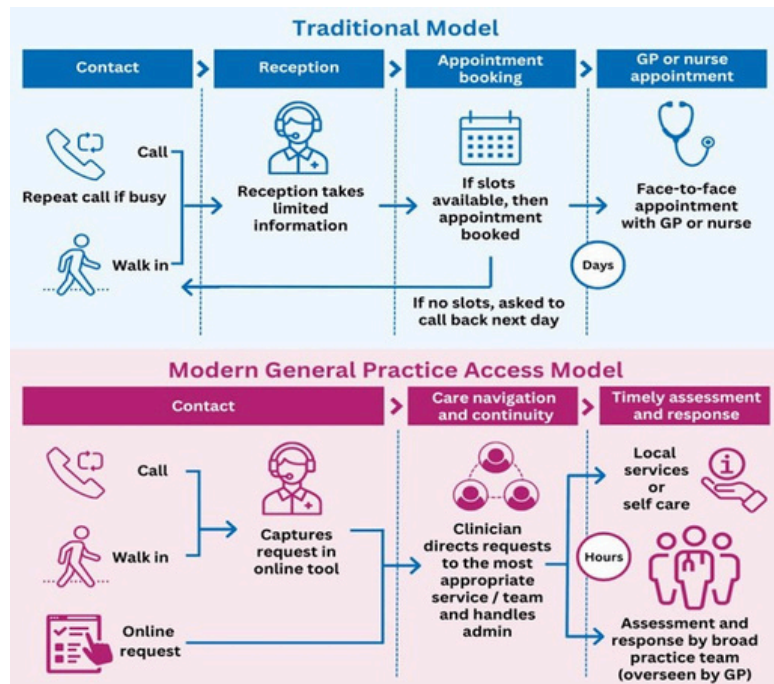
### We will have three types of appointments:

- Same day – for emergencies (You will receive a self-book link or a member of staff will contact you to book the appointment)
- Within 7 days – for patients that need to see or speak to a healthcare professional soon, but not urgently (You will receive a self-book link to book your appointment)
- More than 7 days – for routine appointments (You will receive a self-book link to book your appointment)

### The main purpose of the Total Triage model is to:

- Enhance the quality of care our patients receive
- Ensure they are given the most appropriate appointment or advice to meet their needs
- Communicate with patients in a timely way

Patients will still be able to call the surgery if they are unable to complete a request online, a member of reception will complete the request on behalf of the patient. For more information please visit our surgery website.



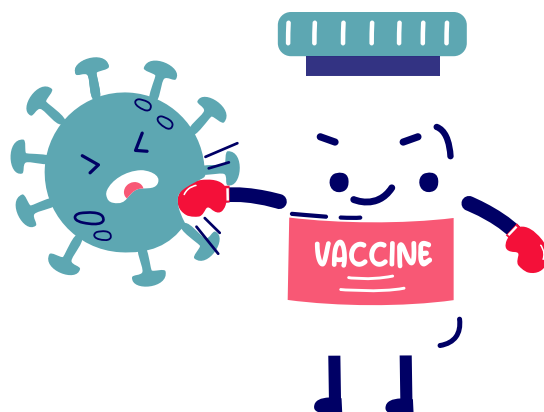
Scan me for more info!

# AUTUMN COVID AND FLU VACCINATIONS

This year the eligibility for Autumn Covid Vaccination has changed to people **aged 75 and over or those under 75 who are immunosuppressed.**

The flu vaccine remains the same with eligibility for **people aged 65 years and over, pregnant women and those aged 18 to 65 in a clinical risk group.**

We start our clinics on **Saturday 4<sup>th</sup> October** and continue throughout the month. Patients who are eligible have been contacted, however if you still need to arrange an appointment please contact the surgery.



In the month of **August** we had **791** repeat prescription requests

We answered **4,678** calls this month with an average queue time of **1 minute 46 seconds.**

We offered **901** face to face appointments and of those patients **32** did not attend.

**Please cancel your appointments so we can give this to someone else to attend.**

## ARE YOU USING THE NHS APP?

The NHS App is a great way for patients to manage their own health. Patients can view their consultations, order repeat medications, view test results, book appointments and find self help advice.

### Have a child or someone you care for?

Proxy access allows records to be linked together so only one set of log in details are needed.

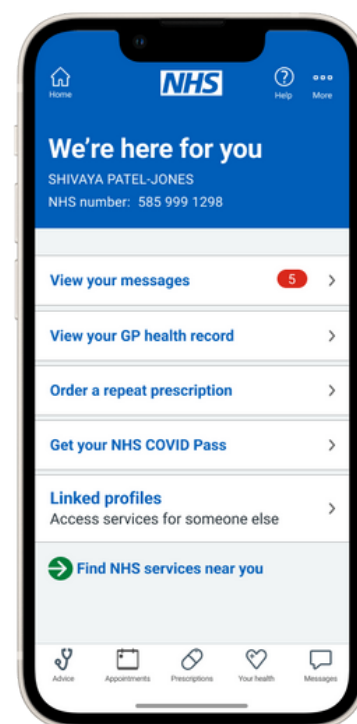
**Patients can sign up for an account using the NHS App or NHS log in on a computer. For any help please ask for Sophie at the surgery.**

## THE BENEFITS OF PHARMACY FIRST

The pharmacy first service which has run since October 2019 enables patients to be referred into a community pharmacy for a minor illness.

This service helps free up GP appointments for patients who need them most and will give people quicker and more convenient access to safe and high quality healthcare.

Clinical pathway	Age range
Acute otitis media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years



# CLOSED FOR TRAINING AFTERNOON- TUESDAY 30<sup>TH</sup> SEPTEMBER

On Tuesday 30<sup>th</sup> September the surgery will close at 12.30pm for staff training. **If you need urgent medical attention during this time please call 111 or in the event of an emergency 999.**



## STOPTOBER

When you quit smoking, good things start to happen. You'll begin to see almost immediate improvements to your health. You don't need to imagine a life without smoking, you can live it!

You'll notice some benefits within days or weeks:

- your senses of taste and smell improve
- you start to breathe more easily
- you have more energy

**We run a smoking cessation clinic every Wednesday evening. Please contact the surgery if you would like to arrange an appointment.**



## EMMER GREEN SURGERY PHARMACIST TEAM

**Did you know we have a team of pharmacists at Emmer Green Surgery?**

Our clinicians are trained to help patients manage their health conditions and offer appointments both face to face and over the telephone.

**Have a medication query? Due a medication Review?**

Our pharmacy team are able to help with the changing of medication and offer advice when patients may experience side effects.

**But there is more...**

Our pharmacists also run specialist clinics for conditions such as **Hypertension, COPD and Asthma**. It is often more suitable and much quicker for our patients to consult with them rather than a GP. Ellie, Richard and Chelsei work within the surgery alongside the GP's to help us provide the best care possible.

## Emmer Green Surgery recommends the below healthy recipe...

### Method

Step 1 Heat the oil in a saucepan over a medium heat and cook the curry paste for 1 min before adding the stir-fry veg and prawns. Cook for 3 mins until the prawns are mostly pink, then add the coconut milk, veg stock and noodles.

Step 2 Bring to the boil, then reduce the heat to a simmer and cook for 5 mins until the noodles are cooked through and the veg is tender but still has a bite. Divide between two bowls and sprinkle over the herbs, chilli and spring onion

### Thai curry noodle soup

**Prep - 5 mins Cook - 15 mins**



### Ingredients

1 tsp vegetable oil  
1 heaped tbsp Thai green curry paste  
220g stir-fry vegetable mix  
150g raw prawns shelled  
180ml light coconut milk  
220ml vegetable stock made with 1 low-salt stock cube  
250g straight-to-wok udon noodles  
5g coriander roughly chopped  
5g Thai basil roughly torn  
1 red chilli sliced, to serve  
1 spring onion sliced, to serve

### Nutritional Information

320 kcal  
12g fat  
6g saturates  
41g carbs  
7g sugars  
7g fibre  
10g protein  
1.3g salt