

NEWSLETTER



01 July 2025



OPENING TIMES

Monday- **8:30am to 7:30pm**

Tuesday- **8.30am to 6pm**

Wednesday- **7:30am-8.30am**
(prebooked appointments)

8:30am to 1pm
2pm to 6pm

Thursday- **8.30am to 6pm**

Friday **8:30am to 6pm**

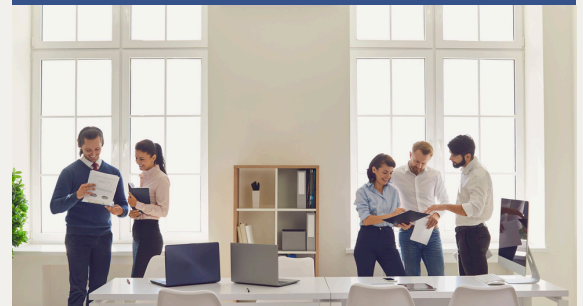
Saturday **Closed**

Sunday **Closed**

WHAT'S NEW

We would like to wish a member of our Admin team Alice a wonderful maternity leave and congratulate her on the birth of her beautiful child.

We would also like to welcome back to the team, Niamh who will be working with us until September as part of Maternity cover.



STAFF TRAINING DAYS THIS YEAR:

2nd July
9th September
5th November

On these days the practice will close from 12:30pm



Meet The Team

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At our practice, we're proud to have a dedicated and caring team committed to your health and wellbeing. From experienced doctors to friendly receptionists, everyone plays a vital role in making your visit comfortable and efficient. Here's a little introduction to the wonderful people you might meet when you visit us:

Our Doctors

Our team of doctors includes both partners and salaried GPs with a wealth of experience. Led by Senior GP Partner Dr Kelly Hermuzi.

Practice Nurses

Our skilled practice nurses, including Liz Parsons, Sarah Lansdowne, and Robyn Currie, offer clinics for long-term conditions like asthma and diabetes.

Additional Healthcare Staff

Supporting your care are healthcare assistants Joanna Hunton and Natalie Collins, pharmacist Shirley Simpson, community midwife and health visitor Jane Pyle.

Practice Management and Administration

Practice Manager Linda Varey, Finance Manager Donna Aydon, and Deputy Practice Manager Amy Bell oversee the smooth running of the practice.

Reception and Administration Team

Our reception and administration staff are often your first point of contact. They manage appointments, answer queries, handle prescriptions, and help direct you to the right services. The team includes Deborah, Joanne S, Sarah, Lynne, Alice, Collette Joanne R and Diane. Katie is our IT Lead and Patient Care Coordinator.

Secretarial Team

Judith, Ellie, and Natalie provide essential support to keep the practice organized and efficient. They manage all referrals at the practice and compile insurance reports to name a few of their many duties.

We look forward to welcoming you at the practice and encourage you to say hello.

What We've Been Up To This Month

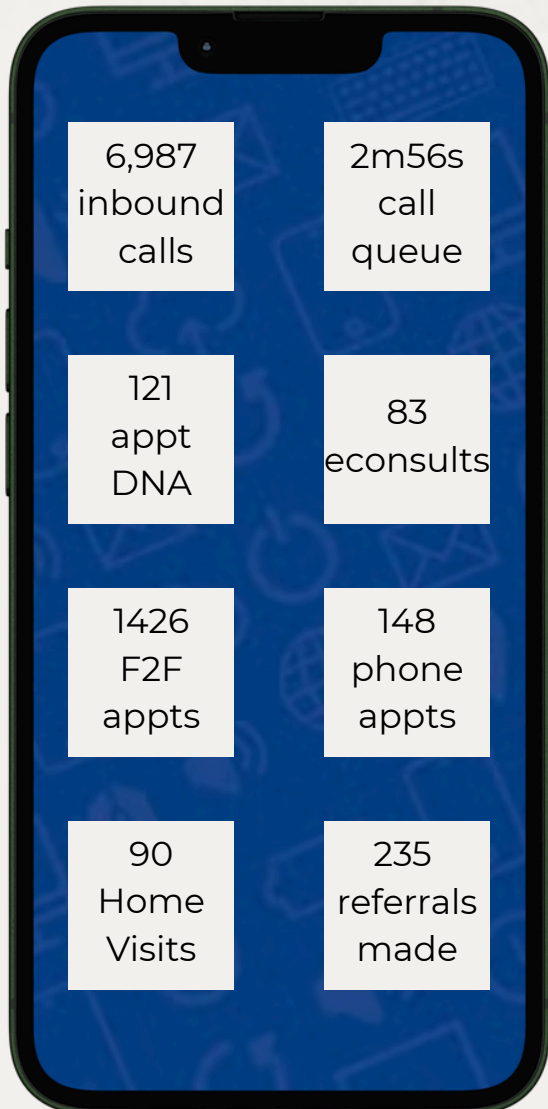
Thanks to everyone reaching out—this month, we took nearly 7,000 calls from patients! On average, people waited about 3 minutes before speaking to one of our team members.

Here's a quick look at how we've been helping you:

- Over 1,400 face-to-face appointments
- Around 150 phone call consultations with patients
- More than 80 online consultations through eConsult
- 90 home visits for those who need care at home

We did notice that 121 appointments were missed (Did Not Attend), so please remember to let us know if you can't make it—we're here to help! You can cancel appointments in the NHS app as well as calling the surgery.

Plus, we made 235 referrals to specialists to make sure everyone gets the care they need.



Download THE NHS APP Today

You can access
your health
record

You can book,
check and cancel
GP appointments



You can order
repeat
prescriptions

You can see
hospital referrals



Managing Hayfever at Home

Hayfever season is here, and those sneezing, itchy eyes, and runny noses can really get in the way of your day. The good news? You can often manage mild symptoms at home with some simple steps and over-the-counter remedies.

Home Tips to Ease Hayfever:

- Keep windows closed during high pollen times (usually early morning and evening).
- Shower and change clothes after being outdoors to wash off pollen.
- Use a saline nasal spray to help clear your nose.
- Try to stay indoors on dry, windy days when pollen counts are high.

If symptoms persist, many find relief with antihistamine tablets or nasal sprays available without a prescription.

Over-the-Counter Medication Options:

Medication	Boots (£)	Superdrug (£)	Aldi (£)	Morrisons (£)	Asda (£)	Tesco (£)	Sainsbury's (£)
Cetirizine (10mg, 7 tabs)	£2.99	£2.50	£1.79	£2.49	£2.00	£2.50	£2.50
Loratadine (10mg, 7 tabs)	£3.49	£2.99	£1.99	£2.49	£2.00	£2.50	£2.50
Nasal Steroid Spray (Fluticasone)	£4.99	£4.50	—	£4.99	£4.50	£4.99	£4.99

Prices may vary slightly and availability depends on location.

Before trying any medication, always check the leaflet for possible side effects or speak to a pharmacist if you're unsure. With these simple steps and affordable options, you can keep hayfever symptoms under control and enjoy the season more comfortably!