

Newsletter

Assarts Farm Medical Centre Closure

As you may have noticed we have recently been struggling with our staffing levels, meaning at times, we have had to close our Assarts Farm site at short notice and for a few days in a row. Please keep an eye on the Bilborough Medical Centre website as all updates are adding to that. If Assarts is closed, all patients can contact the team at Bilborough, and will be seen at this site.

The team are working extremely hard to try and resolve this issue, however to make sure it is safe for our staff and patients we have had to make these decisions. Thank you for your understanding.

Alternatives to seeing your GP



NHS 111

Think NHS 111, if you need help fast but it's not an emergency think NHS 111. Open 24/7. Either call NHS 111 or visit 111.nhs.uk



URGENT TREATMENT CENTRE

You can visit your local Urgent Treatment Centre for sprains, fractures, minor burns and skin infections.



DENTAL TREATMENT

For urgent dental care please call your local NHS dental practice. For urgent care, advice out-of-hours, call NHS 111.



MENTAL HEALTH CRISIS LINE

If you're worried about your mental health, or experiencing a mental health crisis, call the 24/7 crisis line on 0808 196 3779.

Extended Access Appointments

Did you know you can book a routine and same day appointment between the 4pm-8pm on weekdays and 10am-2pm at weekends with the GP+ team? This means you can fit your appointment around childcare, your job, or other commitments but still receive help when you're not feeling well.

GP+ is located in Nottingham city centre, however you could also be seen within a different practice in the area.

Zero Tolerance

We would like to remind all patients that our staff come to work to care for others. We aim to treat our patients courteously at all times and expect our patients to treat our staff, and each other, in a similarly respectful way.

Threatening, abusive or violent behaviour against any of our staff or patients is taken very seriously and may result in removal from our practice list.

We're here for you, for longer...



Evening and weekend appointments available

Speak to reception





Patient Participation Group

We are recruiting for Patient Participation Group members...

Would you like to be a friend of the practice, advising the us on the patient point of view? Speak to our reception team for more information on how you can join the group and begin sharing your thoughts on how we can make changes. Joining is completely free and anyone is welcome!

NHS 111

When you think you need A&E, speak to 111 first. You can also speak to NHS 111 when you need advice and the practice is closed – maybe over the weekend, or on bank holidays.

They will be able to support and advise you, as well as book into different service or have a healthcare professional call you, if you needed.

Phone – 111

Website – 111.nhs.uk



Follow us on Facebook

You can follow the practice on Facebook to get updates, general information and healthcare advice!

@Bilboroughmedical – www.facebook.com/Bilboroughmedical

Bilborough Medical Centre

Opening Hours: Mon to Fri 8am–6:30pm

Assarts Farm Medical Centre

Opening Hours: Mon–Fri 8am–6:30pm – **Opening times varying due to staffing levels**

PLEASE CONTINUE TO WEAR A FACE COVERING WHEN IN THE SURGERY.

Appointments are offered with GPs, Clinical Pharmacists, Practice Nurses & HCAs

All patients can access evening & weekend appointments at **GP+** in Nottingham city centre.

For medical advice outside of these times please call 111. For emergencies ONLY call 999