

North Brink Practice

May 2025 Newsletter



May 2025

Welcome

Welcome to the **May 2025 North Brink Practice Newsletter**. In this newsletter we will be covering the following topics:

- Appointment statistics.
- Who best to contact depending on your illness.
- Appointment bookings.
- Overview of the North Brink Practice team.
- Practice closure - Thursday 15th May 2025.
- Staff training and bank holidays.

Appointment Statistics

Throughout the month of **April 2025**, North Brink Practice provided a total of **15,583 appointments**. Out of these appointments, **466 patients did not attend**; this equates to approximately **116 hours** of wasted clinical time. Please remember, if you can not attend your appointment then please cancel it through the NHS app or by calling us on 01945 660460 and leaving a message on our cancellation line. With the increasing pressures on the NHS, it is important that everyone is aware of the impact of those that fail to attend appointments without notification.



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We are here to help

We have a dedicated clinical and non-clinical team working hard behind the scenes daily to ensure we offer you the best care possible. If you are not sure how to get the help you need then please use this checklist to guide you:

- Call **111** if you need medical help or advice but it is not a life threatening situation. You can also call **111** if you are not sure of which NHS service you need. Alternatively, you can also use the 111 online symptom checker, **111.nhs.uk**.
- Call **999** if someone is seriously ill or injured and their life is at risk.
- Go to the local **Minor Injuries Unit** (North Cambs Hospital) if you have a minor illness or injury (cuts, sprains or rashes).
- Your **local pharmacy** can give you advice about many common minor illnesses such as diarrhoea, headaches and sore throats.
- **Submit a triage request** through our website if you are feeling unwell and it's not an emergency. Alternatively, you can call us or visit the reception.



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Appointment bookings

If you **need an appointment on the day** for a new or ongoing health problem then please submit a **triage request** either online via our website (www.northbrink.com), via telephone or by visiting the reception. It is available from **8:00am Monday to Friday** until our acute appointment capacity is full. Additionally, we provide:

- **Pre-bookable appointments during our core hours of 8:00am - 6:30pm** - these are utilised via our clinicians for patients that are needed to be followed up, following test results and ongoing care. Other pre-bookable appointments are available to cover specific health related clinics such as child immunisation clinics and cervical screenings as well as review clinics for long term chronic health conditions.
- **Pre-bookable appointments outside of our core hours** - Clarkson Surgery provide week day evening and Saturday clinics, available for patients of all Wisbech GP practices, specifically for those patients that struggle to be seen in our core opening hours; these are bookable by contacting us directly.
- **Home visit requests** - for any patient requiring a home visit, please telephone the practice to request a home visit and your request will be assessed by our community advanced nurse practitioner team.



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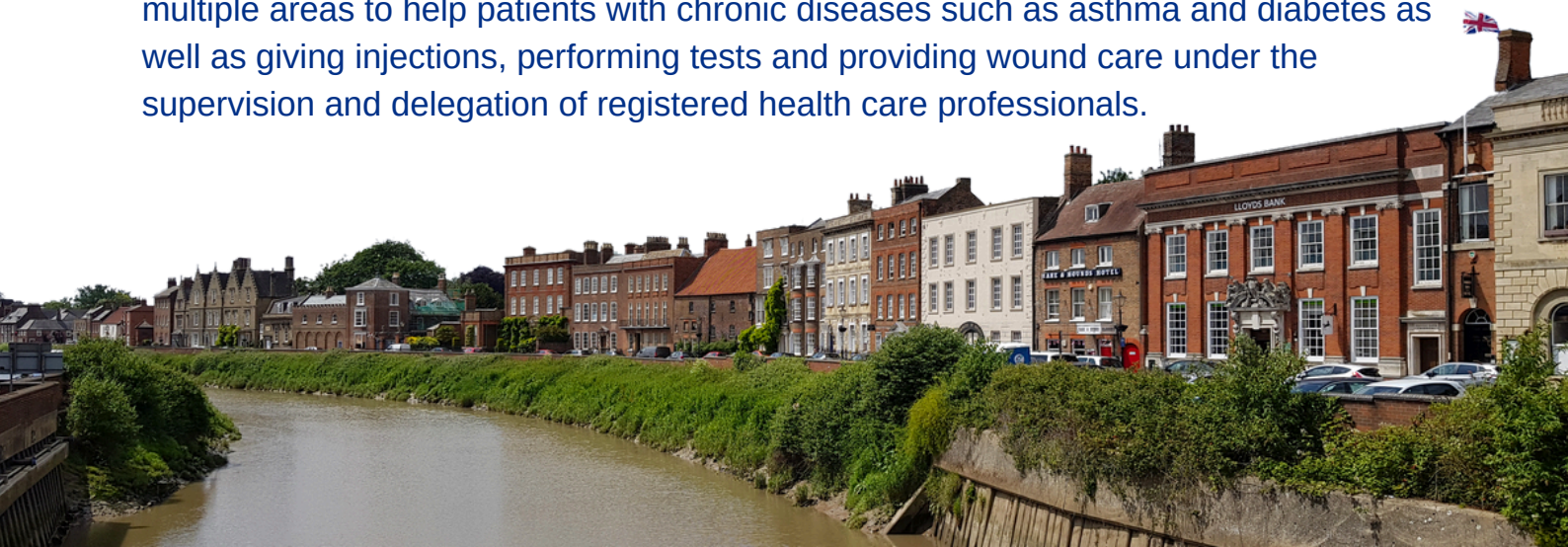
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The North Brink team

- **General Practitioners** - our GPs act as clinical directors of care overseeing our team of nurses in the Nurse Led Clinic, providing support for acute conditions and follow-up treatment.
- **Advanced Nurse Practitioners** - our nurse practitioners are trained specialist nurses who have undertaken additional education in order to provide advanced care with the ability to prescribe medication. They provide the North Brink Practice visiting service, working autonomously to manage our most complex housebound patients & care home residents.
- **Practice Nurses** - registered nurses who triage patients and work within our Nurse Led Clinics, seeing patients for all issues, supported by our GPs. They have received comprehensive training, with the opportunity to earn a prescribing masters degree, to assess and treat minor illnesses independently and are able to take a thorough consultation to identify the issues and concerns, collaborating with GPs as needed. Additionally, they provide and oversee administration of medications, wound care and other healthcare interventions.
- **Health Care Assistants** - support Practice Nurses and GPs and have trained in multiple areas to help patients with chronic diseases such as asthma and diabetes as well as giving injections, performing tests and providing wound care under the supervision and delegation of registered health care professionals.



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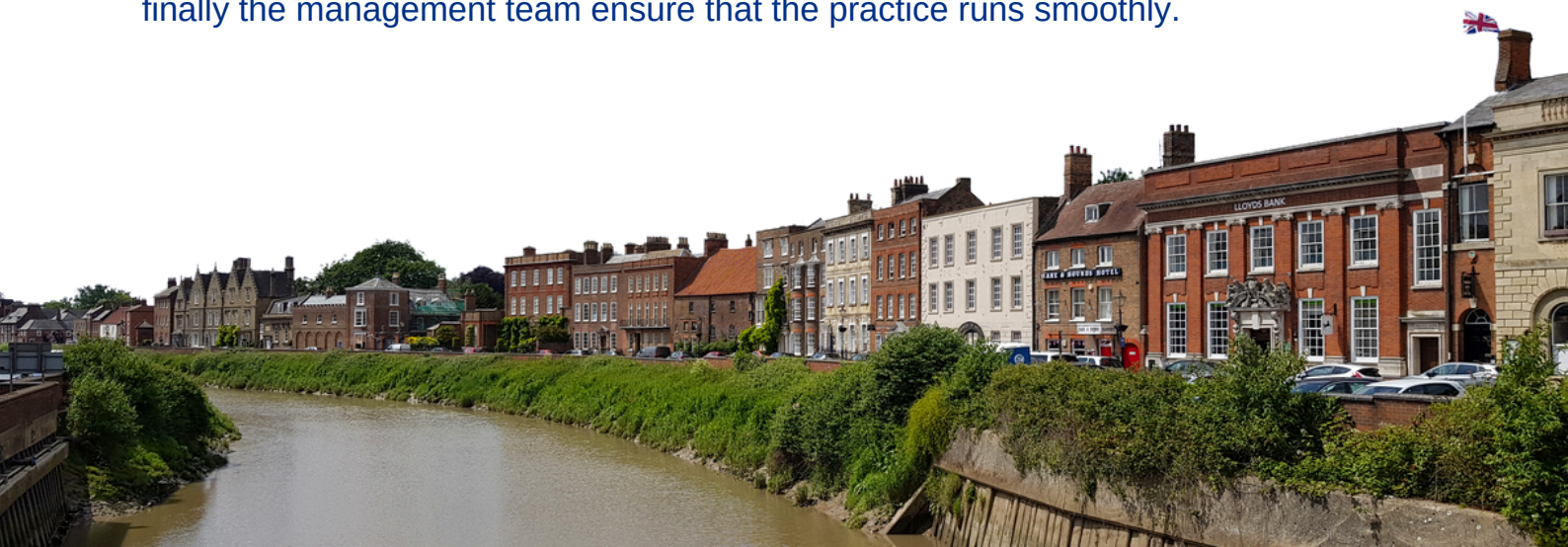
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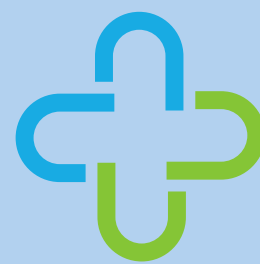
The North Brink team

- **Clinical Pharmacists** - work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes medication reviews, providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks.
- **First Contact Physiotherapists** - work remotely as well as being based in GP surgeries with an expertise in the assessment and management of musculoskeletal conditions. These are the experts in limb and joint issues and patients are signposted to their care if appropriate.
- **Social Prescribers/Care Co-ordinators** - work remotely as well as in a GP surgery, health centre or community organisation. Their role might include: doing an assessment of what care and support people need, such as physical activities, learning new skills, making new friends or finding employment.
- **Non-Clinical Team** - the patient services team answer the telephones, book appointments, call patients, as well as process requests and referrals. Our dispensing team dispense medication to our patients and our repeat prescription team, process requests for medication. The HR & Finance Team focus on employment, payroll etc and finally the management team ensure that the practice runs smoothly.



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Practice closure - 15th May 2025

Please be advised that both the practice and dispensary will be closing at 1pm on Thursday 15th May 2025 due to some essential building maintenance and electrical work. During this time will not have any power. Please ensure that you collect any medication from the dispensary before 1pm. We will be re-opening at 8am on Friday 16th May 2025.

If you have a non-urgent medical query that cannot wait until Friday, then please dial 111. If you have a life threatening emergency, please dial 999.

We apologise for any inconvenience that this may cause.



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Staff Training & Bank Holidays

The upcoming **staff training days** can be seen below. During these dates the practice (including the Dispensary) will be closed.

- Thursday 15th May 2025 - 1pm. ***Please see section above for further details.**
- Thursday 19th June 2025 - 2pm to 5pm.
- Thursday 17th July 2025 - 2pm to 5pm.

If you require assistance then please defer your query until after 5pm. Additionally, you can use the following local services:

- **Call 111** if you need medical help or advice but it is not a life threatening situation. You can also call **111** if you are not sure of which NHS service you need. Alternatively, you can also use the 111 online symptom checker, **111.nhs.uk**.
- **Call 999** if someone is **seriously ill or injured and their life is at risk**.
- Go to the local **Minor Injuries Unit (North Cambs Hospital)** if you have a minor illness or injury (cuts, sprains or rashes).
- Your **local pharmacy** can give you advice about many common **minor illnesses** such as diarrhoea, headaches and sore throats.

Additionally, we will be **closed on the following bank holidays**:

- Monday 26th May 2025.

