

North Brink Practice

November 2025

Newsletter



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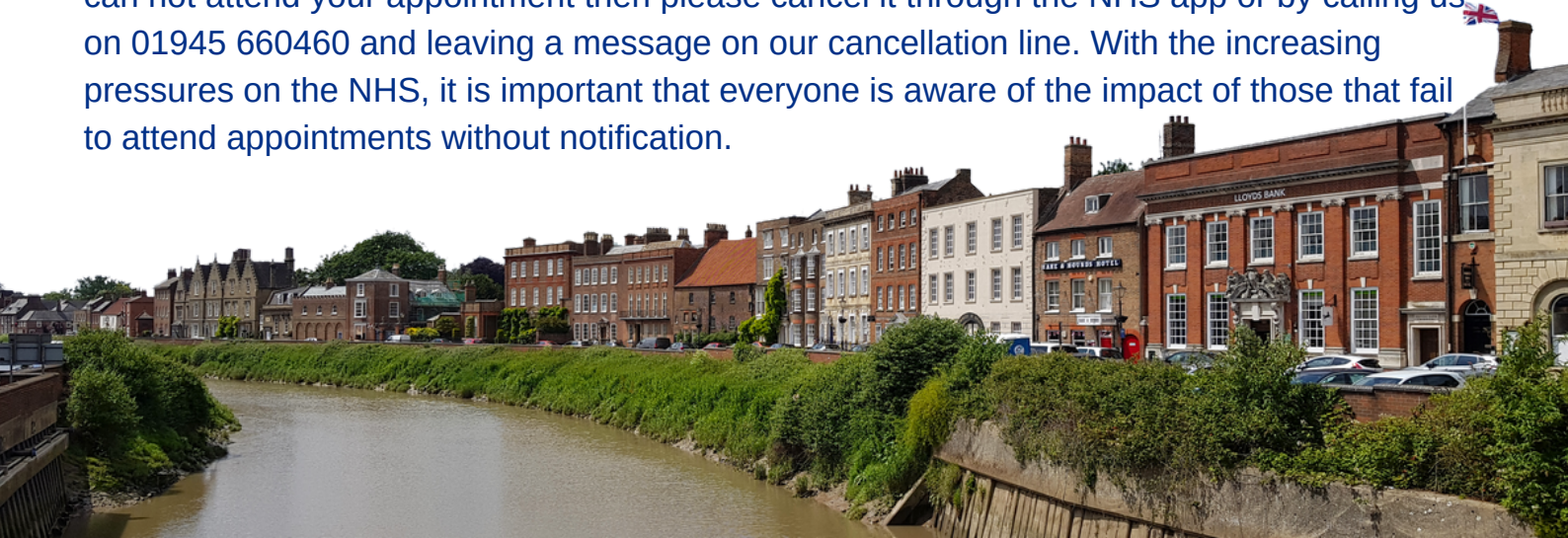
Welcome

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

- Appointment/Patient Contact statistics.
- Contractual changes from 1st October 2025.
- Christmas prescription requests.
- Who best to contact depending on your illness.
- Appointment bookings.
- Overview of the North Brink Practice team.
- Staff training and bank holidays.

Appointment/Patient Contact Statistics

Throughout the month of **October 2025**, North Brink Practice delivered a total of **17,464 appointments/patient contacts**. Out of these appointments, **607 patients did not attend**; this equates to approximately **151 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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Contractual Changes from 1st October 2025

From 1st October 2025 GP practices were obligated to allow patients to send through non-urgent clinical queries and acute on-the-day appointment requests during the core hours of 8am to 6:30pm, Monday to Friday. This can be done either online, via telephone or face-to-face at reception. We have successfully implemented these changes by reviewing our workflow processes and staffing requirements to provide a more efficient service that is able to process the increased demand from our patients. We are anticipating a further increase in demand during the Christmas period and are adjusting our workflows accordingly.

As a snapshot of the acute on-the-day demand for general practice, in October 2025 we treated **2,956 patients**. This is in addition to the routine appointments for patients who require things such as medication reviews, long-term condition reviews, dressings, injections and blood tests. This is an acute on-the-day demand of **128 patients**. **48%** of these patients were seen for a face-to-face appointment, whilst the rest received either a telephone consultation, a prescription or were referred to more appropriate external services.

This is a brief snapshot for one month however, it gives an indication of the true demand for general practice. This data will be reviewed on a monthly basis to understand the changes in patient demand and prompt the practice to reevaluate staffing requirements.



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Christmas Prescription Requests

The Practice will be closed on **Thursday 25th December** and **Friday 26th December**, and will re-open on **Monday 29th December**. Please ensure you allow enough time for your prescription to be processed before the Christmas and New Year period.

We recommend **three working Days for Dispensary** and **five working days for local Pharmacies**. If your prescription is due during this period then you can submit this early to avoid any delay. To do this, please ensure that it is marked 'early for Christmas'.



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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 to 6:30pm Monday to Friday**. 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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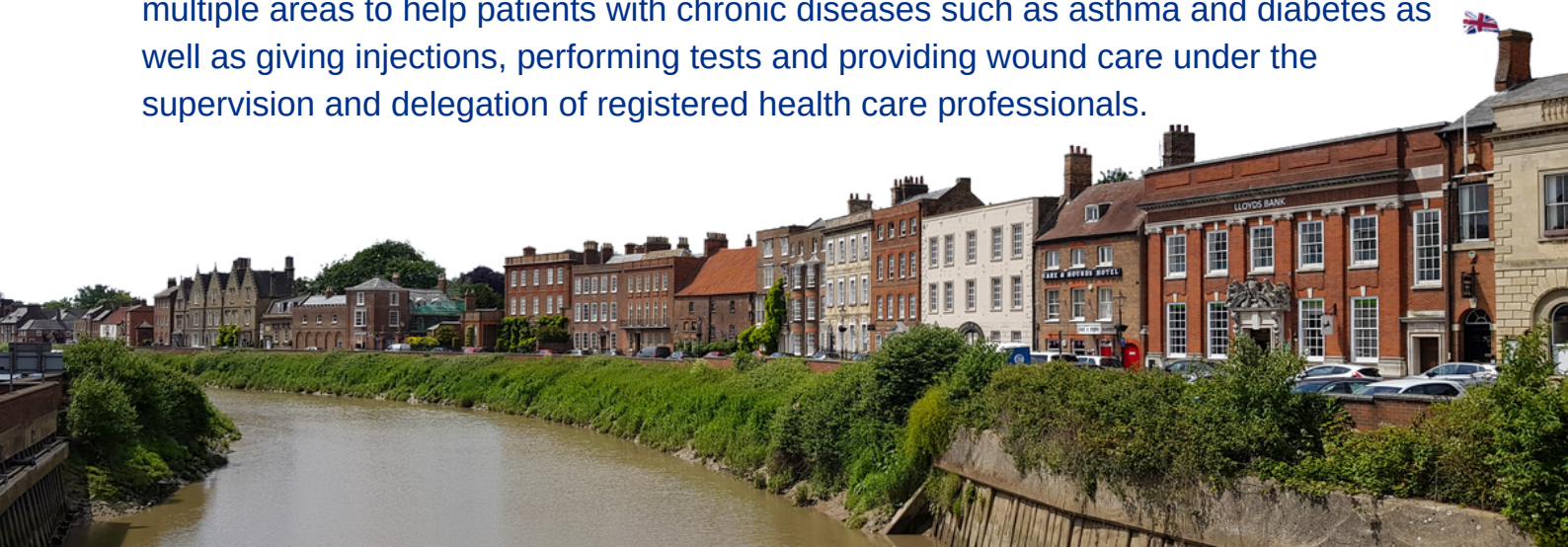
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The North Brink team

- **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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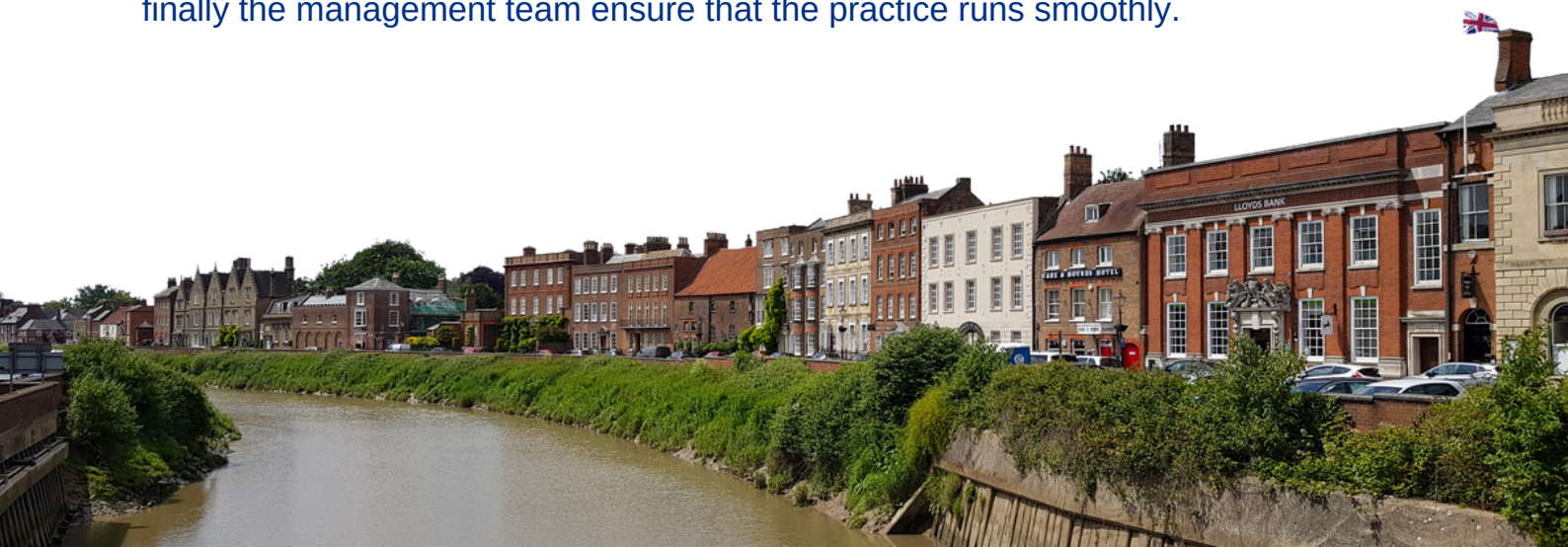
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- **Clinical Pharmacists** - work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes medication reviews, providing extra help to manage long-term conditions, 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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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 18th December 2025 - 2pm to 5pm.
- Thursday 15th January 2026 - 2pm to 6pm.
- Tuesday 17th February 2026 - 2pm to 6pm.
- Wednesday 18th March 2026 - 2pm to 6pm.

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**:

- Thursday 25th December 2025.
- Friday 26th December 2025.
- Thursday 1st January 2026.

