

# NEWSLETTER

## Online Clinical Triage data for last month



**4,338**  
medical & admin  
forms submitted



**4,422**  
calls answered



**2,746**  
appointments  
booked

**Please remember** - if you or someone else are unable to use technology, please come into the practice or call us on 01926 859955, and the reception team will complete the online form on their behalf.

The request will then go into the same clinical queue to be reviewed alongside the online submissions.

## COVID & Flu Vaccination Campaign - Autumn/Winter 2025



The COVID & Flu Vaccination Campaign for Autumn/Winter 2025 starts on Wednesday 1<sup>st</sup> October.

If you haven't received an invite but think you are eligible, or you have received an invite link but it has expired, please call us after 11am on 01926 859955.

## Patient Group - what do they actually do?

We represent the patient voice at Abbey Medical Centre, giving feedback on changes like Online Triage and website updates. We also help ensure information is clear and accessible for all patients, including those without internet access.

Our members support patient-led initiatives, such as:

- Monthly Menopause Peer Support Group
- Weekly Wellbeing Walks
- Wellbeing Calls to patients



We collaborate with local community groups - for example, helping relocate the flowerbed outside the practice from Talisman Square after one of our members reached out to the Talisman Gardening Group to make this possible - and represent Abbey MC at regional patient group meetings to stay updated on NHS developments.

Our newsletter keeps patients informed, and our Chairperson works closely with staff on various projects.

If you'd like your voice to be heard, we'd love your help - especially patients of working age, students, and sixth formers.

 Contact: [abbeymcppg@gmail.com](mailto:abbeymcppg@gmail.com)

 Apply online: via the form on the Abbey MC website

Stella – Patient Group Chair

# NEWSLETTER

## Keeping Well This Winter

As the colder months approach, it's important to look after your health and wellbeing. Here are a few simple ways to stay well this winter:

✓ **Get your vaccines** – If you're eligible, make sure you've had your flu jab and COVID booster.

🍷 **Eat well** – Try to include plenty of fruit, vegetables, and warm meals.

🚶♀️ **Stay active** – Gentle movement, even indoors, helps boost circulation and mood.

🔥 **Keep warm** – Layer up, heat your home to at least 18°C, and close curtains at night to keep the warmth in.

💧 **Look after your wellbeing** – Darker days can affect how we feel. Reach out for support if you're struggling.

## What3words

WHAT3WORDS

**Did you know you can share your exact location anywhere in the world using just three words?**

what3words divides the world into small squares, each with a unique three-word address (like [/////broom.chief.plant](#)).

It's used by emergency services and delivery drivers to find precise spots - ideal for places without clear addresses, like parks or car parks.

You can find your three words by downloading the free what3words app or visiting [what3words.com](https://what3words.com)



### Advanced Notice of Closure

- **Thursday 16<sup>th</sup> October** - from 12:30pm-6pm (Staff Training)
- **Wednesday 26<sup>th</sup> November** - from 12:30pm-6pm (Staff Training)

## Use the NHS App to Stay Updated

If you have and use the NHS App, please make sure to select "Allow Notifications" in your app settings.

This means the practice doesn't need to send text messages to your mobile, helping save costs while keeping you up to date with important information.