November 2026

NEWSLETTER

ABBEY MEDICAL CENTRE KENILWORTH

Flu vaccines: thank you, Kenilworth

Thank you to everyone who has already had their flu vaccine with us this autumn. Patients aged 65 and over are doing brilliantly — but **fewer than half of eligible adults with a long-term condition** have had theirs so far. If that's you, there's still time to book.



2,746

patients aged 65 and over — 70% of those eligible

631

at-risk adults aged 18 to 64 — 43% of those eligible

Who can have a free vaccine this winter?

Flu

If you're aged 65 or over, pregnant, a carer, live in a care home, or have a long-term condition such as asthma, diabetes or heart disease. **Children aged 2 and 3** have a quick nasal spray instead of a jab.

COVID-19

If you're aged 75 or over, live in a care home for older adults, or are aged 6 months or over with a weakened immune system. **Eligible for flu too?** You can usually have both at the same appointment.

RSV

RSV is a common virus that can cause serious chest infections. The vaccine is for anyone **aged 75 or over**, pregnant women from 28 weeks, and people aged 65 to 74 with a long-term lung condition or a weakened immune system.

Shingles and pneumonia

Who can have these depends on your age and health. The pneumococcal vaccine, which protects against pneumonia, is usually a one-off jab from age 65. **Been invited?** Please book in.

Book your flu vaccine today: use the link we sent you by text or email, or call us on 01926 859955. Housebound? Let us know.

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Your practice in October

977
blood tests booked

4,131
calls answered

6,543
appointments booked

Asthma reviews: please book yours

If you have asthma, we'll invite you for a review **once a year**. It's a short appointment, and it's the best way to keep your asthma under control — especially in winter, when colds and flu can set it off.

At your review we'll

- Ask how your asthma has been and how often you need your reliever inhaler
- Check your inhaler technique — small changes can make a big difference
- Make sure you're on the right medicine and dose
- Agree or update your personal asthma action plan
- Check you're up to date with your flu vaccine

Book now if

You've had an invite by text, email or letter — just use the link to book.

It's been over a year since your last review.

You use your reliever (usually blue) inhaler three or more times a week.

Bring your inhalers

If your review is in person, please bring all your inhalers, and your spacer if you use one, so we can check your technique and make sure nothing is out of date.

Getting worse? Don't wait

Don't wait for your review — send us an online form or call us. If your reliever isn't helping or you're struggling to breathe, call 999.

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Here for you this winter

Health and care services across Coventry and Warwickshire are **Here For You This Winter**. Choosing the right service first means you'll often be seen sooner — and keeps phone lines and A&E free for those who need them most.

Know where to go

Self care at home

Most coughs, colds and sore throats get better on their own. Rest, fluids and paracetamol help — antibiotics don't work on viruses.

Your GP practice

For ongoing or more complex problems. Contact us online — see page 4. Calling? Mondays are our busiest day.

Your local pharmacy

Can treat sinusitis, sore throat, earache, infected bites, impetigo, shingles and UTIs in women — no appointment needed.

NHS 111

Online or by phone, day and night. You don't need to be seriously unwell to use it — it can also arrange urgent dental care.



999 and A&E

For serious or life-threatening emergencies only. For urgent problems that aren't, an Urgent Treatment Centre may see you sooner.

Mental health crisis? NHS 111, option 2 (24/7) · Wellbeing for Warwickshire **0800 616171**

How we decide what you need, and how soon

Every request — online or by phone — is checked by our duty doctor, who decides how soon you need help, and from whom, based on their clinical assessment and the information you have submitted.

- **Red: the same day**
- **Amber: usually within 4 days**
- **Green: usually within 2 weeks**

In October we booked more than 1,400 same-day appointments for urgent needs. You might speak to or see a GP, nurse, paramedic or another member of our clinical team, by phone or face to face — see page 5.

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Contact us online

At the moment you can't book a GP appointment directly in the NHS App. The quickest way to ask for help is the **online form on our website** — the same form our reception team fill in for you when you phone.

Why use our website?

No phone queue

Fill in the form at your own pace, without waiting on hold.

In your own words

Take your time to explain what's going on — it helps us decide who you need and how soon.



Frees up the phones

Every request sent online keeps the lines free for patients who can't get online.

Seen by our duty doctor

Online requests are reviewed by our duty doctor in exactly the same way as requests made by phone.

A booking link sent to you

If you need an appointment, we'll send a link to the NHS App or by text, so you can choose a time.



Visit **abbeymedicalcentre.co.uk** to contact us online

Need a hand getting online?

Not online, or not confident with forms? Just call us — our reception team will fill in the form with you.

The NHS App is still the place to order repeat prescriptions, see your record and test results, and receive your booking links.

For free, friendly help with phones, tablets and the NHS App, visit Compassionate Kenilworth's Digital Tech Café at The Kenilworth Centre.

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More than GPs: meet the wider team

Abbey is part of the **Kenilworth and Warwick Primary Care Network** — five local practices, including our neighbours at Castle Medical Centre, working together for around 63,500 patients. Sharing specialist staff means you can see the right person first time.



2,180

telephone appointments at Abbey in October



Who you might see

Paramedics and advanced nurse practitioners

Experienced clinicians who assess and treat many urgent problems, by phone or face to face, working alongside our GPs every day.

Clinical pharmacists

Review your medicines, advise on side effects and how to take them, and help you manage long-term conditions such as high blood pressure.

First Contact Physiotherapists

See you about muscle and joint problems such as back, neck or knee pain — assessing, advising on exercises, and referring you on if needed.

Social prescribers

Connect you with local groups and activities, and help with things like loneliness, money worries or housing.

Men's health: it's OK to talk

When the clocks go back and the evenings get darker, many of us feel low. Men are often less likely to ask for help — but you don't have to wait until things get worse.

NHS 111, option 2 — urgent mental health support, 24 hours a day
Wellbeing for Warwickshire: 0800 616171 — Monday to Friday, 9am to 5pm
Samaritans: 116 123 — free to call, any time, day or night
NHS Talking Therapies — free, and you can refer yourself without seeing a GP