



# January 2026

## Introducing our new bi-monthly newsletter

After discussing with our PPG members (patient participation group) they have requested we re-introduce a practice newsletter to keep patients informed on anything happening in the practice.

We welcome suggestions from patients to be included going forward which you may find relevant.

## Practice News - December updates

### Christmas Jumper Day

In December we held Christmas jumper day to raise money for save the children. All staff participated and we was able to raise a small amount towards the charity.

### Food Bank Donations

In December we decided to collect food bank donations for the Hellesdon community fridge, this is to help those over Christmas. We had some very generous patients and staff members donate a selection of sundried items and we collected a large box full of goodies which we dropped off on Monday 22nd December.

## Practice Opening Hours

01603 486602

Monday	08:00-18:30
Tuesday	08:00-18:30
Wednesday	08:00-18:30
Thursday	08:00-18:30
Friday	08:00-18:30
Weekends	Closed

nwicb.hellesdon, repeats@nhs.net  
nwicb.hellesdon.managers@nhs.net  
nwicb.secretaries.hellesdon@nhs.net

# Christmas Jumper Day



# Food Bank Collection



# Practice Staff Updates – January

## **Pharmacy Team**

Our pharmacy technician Shauna will be leaving the practice at the end of January. We thank her for all her hard work and wish her the very best for the future.

We are pleased to welcome Kirstie, who will be joining us as our new pharmacy technician on 26th January.

## **Reception Team**

We are very sad to announce that Jill, our longest standing receptionist who has been with the practice for 20 years, will be retiring at the end of March. Jill has been an invaluable member of the team, and she will be greatly missed by both colleagues and patients.

To ensure a smooth transition, we have recruited two new receptionists who will be starting at the end of January and mid February, giving ample time for training before Jill leaves.

## **GP Team**

Dr Arora, one of our salaried GPs, has now left the practice due to relocating up north we wish her every success in her new position.

## **Pharmacy Services**

Our pharmacist Yvonne, who joined us in September, is now fully up and running and will be offering medication reviews.

In most cases, reviews will be booked with Yvonne, unless a patient is taking 10 or more medications, in which case they will be booked with a GP.

# PRACTICE DATA

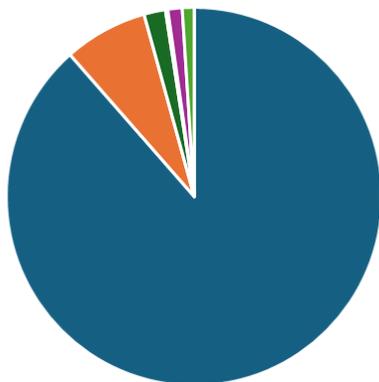
In the last 3 months October– December 2025, we have had....

- ◆ **16,350**  
Total Appointments
- ◆ **4,066**  
Telephone appointments
- ◆ **492**  
Did not attend appointments
- ◆ **90**  
Home visits
- ◆ **158**  
New patient registrations
- ◆ **6583**  
Online consultation contacts
- ◆ **6,085**  
Prescriptions issued
- ◆ **11,145**  
Total amount of patients registered at the practice



November 2025 Friends & Family Feedback

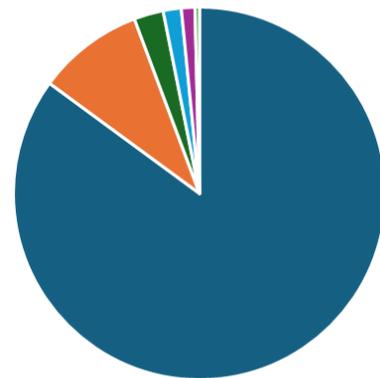
RESULTS



Very Good Good Neither Don't Know Poor Very Poor

October 2025 Friends & Family Feedback

RESULTS



Very good Good Neither Poor Very Poor Don't know

Find your nearest pharmacy



# Think 'Pharmacy First'

## Walk In, No Appointment Needed!

If you or your child have a minor illness, visit your local pharmacy first. It's quicker, easier, and helps keep GP and urgent care services available for those who really need them.

### What can be treated?

- ✓ **Sinusitis**  
Aged 12+  
Blocked nose, headaches, facial pain
- ✓ **Sore Throat**  
Aged 5+  
Pain, swelling, difficulty swallowing
- ✓ **Ear Infections**  
Aged 1-17  
Ear pain, fever, discharge
- ✓ **Infected Insect Bites**  
Aged 1+  
Swelling, redness, pus
- ✓ **Impetigo**  
Aged 1+  
Red sores, blisters, crusting skin
- ✓ **Shingles**  
Aged 18+  
Painful rash, blisters, burning sensation
- ✓ **Urinary Tract Infection (UTI)**  
Women aged 16-64  
Pain when urinating, frequent need to pee

### Why Choose Pharmacy First?

- Quick & Easy**  
Walk in, get help, and carry on with your day.
- Flexible for Busy Lives**  
No need to book time off work or wait for a GP.
- Perfect for Parents**  
Get fast treatment for common childhood illnesses.
- Trusted NHS Service**  
Pharmacists are trained healthcare professionals.
- Prescriptions are free**  
For those who don't pay for NHS prescriptions.

# Patient Participation Group



## What is the Patient Participation Group or PPG?

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff. The NHS requires every practice to have a PPG.

## Why should I join?

You have been to the surgery as a patient, parent, carer or friend. Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

You will also gain a better understanding of the NHS, and gather feedback from other patients.

## How do I join?

Please send your details to our management team on [nwicb.hellesdon.managers@nhs.net](mailto:nwicb.hellesdon.managers@nhs.net)

