



Patient Newsletter – December 2025

Christmas Opening Hours

As we approach the festive period we wanted to wish all our patients and their families a Merry Christmas and a Happy 2026.

Over the festive period we will be closed on Christmas Day, Boxing Day and New Year's Day for the Christmas bank holidays.

Please be mindful of the holiday's and order your repeat medications in good time to ensure you don't run out when the Practice is closed.

Wednesday 24th December – 8am-6pm
25th & 26th December – CLOSED
29th, 30th & 31st December – 8am-6pm
1st January – CLOSED
2nd January- 8am-6pm

New ANPR Parking Restrictions

Action Required When You Visit

An Automatic Number Plate Recognition (ANPR) parking system, managed by a third-party company, will operate around the perimeter of our premises. What you need to do:

**On arrival at the practice, please enter your vehicle registration on the dedicated iPad in the waiting area.

This registers your visit and prevents a parking charge.

Important: The parking system is operated by an external parking company. The practice does not manage appeals, charges or enforcement.

If you need help using the iPad, please ask reception. Thank you for your cooperation in keeping parking accessible for patients.

Healthier Together app



Healthier Together is a website and app developed by local healthcare professionals to help you decide where to find advice or treatment.

<https://www.healthiertogether.nhs.uk/>

You can also find the link on our website or Facebook page.



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Think Pharmacy First

'Think Pharmacy First' is an NHS campaign encouraging people to use their local pharmacy as the first point of contact for minor illnesses instead of going to a GP. Through the new **Pharmacy First service**, pharmacists can assess and treat seven common conditions without a GP appointment or prescription. Patients can get advice or treatment for conditions such as

- sinusitis, •sore throats, •earaches, •infected insect bites, •impetigo, •shingles, and
- uncomplicated UTIs in women.

If your condition is more serious or requires a different kind of care, the pharmacist will refer you to your GP or another appropriate service

Many pharmacies are open in the evenings and on weekends, offering more convenient access than a GP appointment.

Opening Hour changes

We would like to inform our patients of a change to our service provision during the final 30 minutes of our core operating hours. To ensure that patients continue to have access to appropriate care during this time, the practice will offer alternative arrangements for care between 6:00pm and 6:30pm, by telephone 01642 944229 and from Park Surgery Middlesbrough

NHS Healthy Choices Quiz



Are you ready to improve your overall health and wellbeing, but not sure where to start? The free NHS Healthy Choices Quiz is here to help- and it only takes 5 minutes. Answer questions about your lifestyle to receive an overall score as well as personalised guidance to help you live a healthier life. Take the quiz now: <https://www.nhs.uk/better-health/healthy-choices-quiz/> or you can find the link on our website or Facebook page.



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NHS App



You probably know about the NHS App – you might even be using it. But have you turned on your notifications?

Turning on your notifications means you'll see any messages we send immediately, rather than having to login to the app to see if we have sent you a message.

Messages received through the NHS App are free, so switching on notifications also helps NHS by saving SMS costs.

Go to your device settings to change your notification preferences.

IRIS

Our team are trained about domestic abuse and specialist workers are available to provide support. You can talk to doctors, nurses and other staff working here if you are being hurt or controlled by your current or ex-partner, are afraid of someone at home or a member of your family. You can also contact My Sisters Place and ask to speak to the IRIS worker, 'IRIS Advocate Educator'.

www.mysistersplace.co.uk 01642 241864
<https://www.womensaid.org.uk/cover-your-tracks-online>

Reasonable Adjustments

Reasonable Adjustments are individual and should be tailored to the person. It's really important to speak to your health and care professionals and tell them about the reasonable adjustments you may or your loved one may need.

To request a reasonable adjustment at your GP practice, tell the receptionist, a doctor, or a nurse what you need, preferably before your next appointment, so they can add it to your record. You can also make the request in writing via email.

PPG -Patient

Participation Group

Coulby Medical Practice have a working Patient Participation Group.

Are you interested in finding out more about Coulby Medical Practice? Would you like to influence the development of the Practice and change within local health services?

We are looking for patients who would like to join our meetings, or if you would like to know more about the Patient Participation Group, then please contact Lindsay Stevenson, Reception Manager.



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We are now on
facebook!

Please like and share our Facebook page 'Coulby Medical Practice' so everyone can see our updates.

