



Patient Newsletter – March 2026

Patient feedback from February 2026

Thank you to all our patients who completed our Friends and Family Test for February 2026

Below are the results for February 2026:

Very good – 168

Good – 19

Neither good or poor – 6

Poor – 5

Very poor – 6

Forms can be found on the reception desk or alternatively you can complete the online form on our website

www.coulbymedicalpractice.com

April 2026

From 1st April 2026, you may start to receive text messages asking for up to date blood pressure, weight/BMI, smoking & alcohol status etc. This is to help keep your records up to date. If you are unable to complete via the link attached, please call us with the information. Alternatively, we will try to obtain this information when we see you in practice.

🚗🕒 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.

Current Building Works

Due to ongoing building works near our practice and new parking rules, please make sure you are allowing extra time for travel and parking before your appointment. We cannot guarantee our team can honour your appointment if you are late. We understand it is frustrating however there is additional parking at the Parkway Centre & Tesco with a 4hr limit which is only a short walk away from the practice.



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MMRV Vaccine

From 1 January 2026, the NHS is introducing a combined MMRV vaccine into the routine childhood immunisation schedule, replacing the separate MMR jab to include protection against chickenpox (varicella). **Children born on or after 1 January 2025 will receive the first dose at 12 months and the second at 18 months.** Children born between 1 September 2022 and 31 December 2024 have different, updated schedules (e.g., 18 months and 3 years 4 months).

Parents do not need to take immediate action; GP practices will contact you when your child is due for their vaccination.

Tees Valley Getting Help service

A Tees Valley mental health wellbeing service for 5 to 18-year-olds and their families, who are experiencing mild to moderate mental health difficulties.

This could include:

- Anxiety • low mood • obsessive compulsive behaviours • eating difficulties and challenging behaviour
- emotional and mental health challenges such as traumatic events, loss and bereavement

They work in schools, communities, and other settings across Tees Valley to provide a wide range of support. They

work directly with children and young people, provide advice and guidance for families and training for parents and carers, school staff and other professionals.

For support contact them on 0300 2000 000 If you are in crisis and need urgent support with your mental health call NHS 111, option 2.

 **Wysa app** - Wysa is a free, confidential NHS-approved mental health app for young people aged 13 to 18 (or 11+ with parental support). It includes an AI chatbot, mood tracking and resilience tools.

How to Access: You can download the app for free on App Store or Apps on Google Play.

Once downloaded, you'll be asked to enter a referral code: tsidecyp2025

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.

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.

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.

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



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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.



**We are now on
facebook!**

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