

# THE ORCHARD MEDICAL PRACTICE

## NEWSLETTER

July – September 25



### OPENING HOURS

#### BROUGHTON ASTLEY

**Monday - Friday**  
8.00am – 6.00pm

#### ULLESTHORPE

**Monday - Friday**  
8.30am – 1.00pm

**Weekends**  
Closed – Both Sites

**Bank Holidays**  
Closed – Both Sites

### WHEN WE ARE CLOSED

If you need advice or  
treatment outside of our  
opening hours, please call **NHS**  
**111**

### NEED TO CANCEL YOUR APPOINTMENT?

**Unable to attend your  
appointment?**

**Haven't got time to call the  
Practice?**

Just text the word "CANCEL" and your date  
of birth to 07985462036

Please DO NOT use this number for any  
other communication

## PRESCRIBING MOUNJARO (TIRZEPATIDE) IN GENERAL PRACTICE FOR WEIGHT LOSS

Although NICE issued guidance in December 2024 that the NHS should provide MOUNJARO (Tirzepatide) to patients for weight loss from June 2025. It has **NOT** been confirmed by Leicestershire, Leicester, and Rutland that GP Practices within this area can prescribe this medication until at least August 2025.

NHS Local Leicestershire and Rutland (LLR) has advised practices that the criteria for obtaining this medication will be extremely strict – for this year, patients will need to have a **BMI greater than 40 and have at least four of the following qualifying medical problems.**

- Hypertension
- Dyslipidaemia
- Obstructive Sleep Apnoea
- Cardiovascular Disease
- Type 2 Diabetes

Patients with any further questions for concerns can contact NHS LLR:

Room G30, Pen Lloyd Building, County Hall, Glenfield, Leicester. LE3 8TB

**Email:** [llricb-llr.enquiries@NHS.net](mailto:llricb-llr.enquiries@NHS.net)

**Telephone:** 0116 2953405

The Orchard Medical Practice  
Orchard Road  
Broughton Astley LE9 6RG  
TEL: 01455 282599

Email: [orchardmedicalpractice.noreply@nhs.net](mailto:orchardmedicalpractice.noreply@nhs.net)

Website: [www.theorchardmedicalpractice.co.uk](http://www.theorchardmedicalpractice.co.uk)

Branch Surgery  
Station Road  
Ullesthorpe LE17 5BT  
TEL: 01455 209286



## SAVE THE DATE

The Practice will be closed for  
Training from 1pm on:

Thursday 3<sup>rd</sup> July 2025  
Wednesday 10<sup>th</sup> September 2025

**Please take this into account when  
ordering and collecting your  
prescriptions.**

All Future dates are on our website

## INSURANCE REPORTS & FORM COMPLETION

Insurance Reports/Forms etc will be  
completed by a GP. This is classed  
as non-NHS work and therefore will  
incur a charge. Fees are available  
via our website or from reception.

Please allow 28 days for  
completion.

## TRAVEL VACCINATIONS

**Travelling abroad?  
Need Travel Vaccinations?**

Collect, complete and return a  
Travel Questionnaire from  
Reception or complete the form  
online via our website.

The Practice Nurse will contact you  
and discuss your requirements and  
make a convenient appointment  
made to receive your required  
vaccinations.

## ZERO TOLERANCE

**Please treat our staff  
with the same respect you  
would expect to receive.**



**NO EXCUSE  
FOR ABUSE**

Our staff should be able to  
come to work without fear  
of violence, abuse, harassment  
or discrimination from patients  
or their relatives.

We have a **zero tolerance** policy  
for these behaviours and we  
have the right to remove  
patients from our practice list  
and notify the police.

## TEST RESULTS

Test results are available for you to see on your NHS App  
once they have been looked at by a GP.

Only tests requested by a clinician at our Practice will be  
visible. Tests that were requested by a Hospital  
Consultant or Department, will not show on the NHS App  
as the result goes to the requesting clinician.

If you do not have access to the NHS App, please  
telephone the Practice between 11.00am – 3.00pm.

Remember, the reception team are not qualified to  
interpret these results

## FRIENDS & FAMILY TEST

**The Friends  
and Family Test**

**We need to hear  
from you!**



Please continue to complete feedback questionnaire  
when attending an appointment at the Practice via  
the link we send you or the paper forms in reception

# WINTER VACCINATION BOOSTERS

The Practice will be administering Covid & Flu vaccinations later in the year.

Patients who are eligible will be contacted via text or letter. Please respond quickly to our invitations and use the booking links where possible to arrange your appointment.

## Why does the receptionist need to ask what's wrong with me?

Our reception staff are important members of the practice team and it has been agreed they should ask patients 'why the need to be seen'.

We have trained our reception staff to ask certain questions to help make sure you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.



Reception staff, like all members of our team, are bound by patient confidentiality.

## COMPLAINTS

If you are not happy with the service provided by the Practice, you can:

- Download a complaint form from our website
- Complete the online complaint form from our website
- Collect a complaint form from reception

**All complaints are taken seriously and can be a useful tool to improve our services.**

## PRESCRIPTIONS

&

## MEDICATION REQUESTS

Please allow 3 working days for **ALL** prescription requests (include items on repeat) to be processed.

Prescription requests will **NOT** be taken over the telephone at the Broughton Astley Surgery.

Due to capacity, we cannot guarantee any urgent/on-the-day prescription requests will be actioned the same day.

If you received a text or a letter advising, you are due for a medication review please arrange an appointment with the Practice Pharmacist. Failure to have a review could lead to delays in the processing of your prescription request.

### To request a prescription please:

- Use the NHS App
- Online Services
- Pop a request slip in the box in the foyer or through the letter box if we are closed
- Calling Ullesthorne Surgery – **DISPENSING PATIENTS ONLY**

## NHS APP

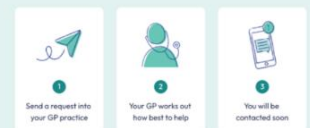
Downloading the NHS App will give you quicker access to services such as prescription requests, booking appointments and reviewing test results.

## ACCURX

You can also send a variety of general enquiries and request fit notes using the accurx system meaning you do not have to telephone the practice.

### Contact your GP online

Get in touch with your GP online for a quick, easy way to get the help you need.



- ✓ Make requests in your own time
- ✓ Avoid telephone queues
- ✓ Instantly access NHS self-help resources
- ✓ Available on the **NHS App**

Visit your GP Practice's website or the NHS App and send a non-urgent query into your practice.

**accurx**



# PATIENT PARTICIPATION GROUP - PPG

## “Help Us to Help You”

The aim of the group is to promote and maintain communication between the surgery and patients.

We will address any concerns/suggestions you may have and help to improve the patient experience.

We are **NOT** a forum for complaints. There is a separate procedure for this.

To contact our group please email: [llricb-wl.orchardppg@nhs.net](mailto:llricb-wl.orchardppg@nhs.net)

Visit the website PPG page or check out our Facebook page

There is also a suggestion box at both our surgeries.



## Register with The Orchard Med Practice online

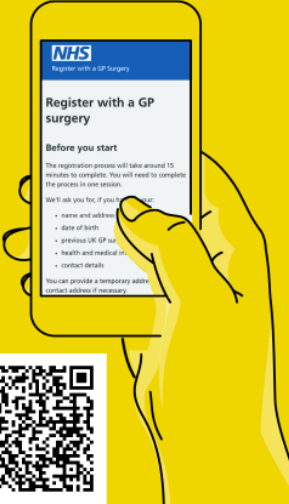

**NHS**

You don't need proof of address or immigration status, ID or an NHS number to fill out the form.

You will be registered within 48 hours.

This service is part of the NHS, so your personal information will be kept safe.

Scan here to register →



## MEN'S HEALTH GP CLINICS IN HINCKLEY & BOSWORTH

**hinkley & bosworth  
medical alliance**

**Been putting off seeing a Doctor?**

- GP CLINICS JUST FOR MEN
- GUARANTEED TO SEE A MALE CLINICIAN
- LOCAL FREE APPOINTMENTS
- ONLINE SELF BOOKING SERVICE
- EVENING AND WEEKEND APPOINTMENTS

**1**

SCAN THE QR CODE  
OR VISIT  
[WWW.HBMAGPFEDERATION.CO.UK](http://WWW.HBMAGPFEDERATION.CO.UK)



**2**

REGISTER YOUR  
DETAILS VIA THE  
ONLINE FORM



**3**

A BOOKING LINK WILL  
BE SENT TO YOUR  
MOBILE TO BOOK  
APPOINTMENT





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