

THE ORCHARD MEDICAL PRACTICE

NEWSLETTER

Dec 25 – Mar 26



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**

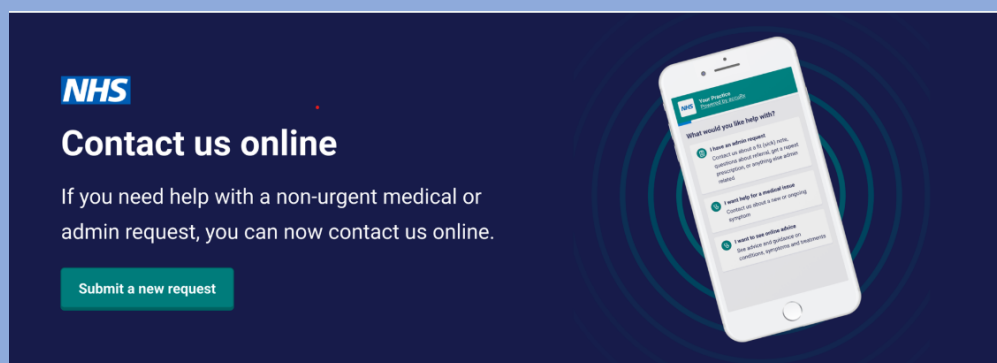
NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

In case of a life-threatening emergency, please dial 999.



CONTACT US ONLINE

For general enquires, non-urgent medical advice and administration requests please contact us online. Visit our website, www.theorchardmedicalpractice.co.uk and click on the image below to submit your query or request.



Non-urgent queries or requests can be submitted anytime, anywhere so you do not have to telephone the practice. A quick, easy and secure way to contact with us.

The Orchard Medical Practice
Orchard Road
Broughton Astley LE9 6RG
TEL: 01455 282599
Email: orchardmedicalpractice.noreply@nhs.net
Website: www.theorchardmedicalpractice.co.uk

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



PRE-BOOKABLE GP APPOINTMENTS

Routine GP appointments are released on Mondays at 1.00pm. Reception can book face to face and telephone appointments with GP's up to 4 weeks in advance. Male and Female GPs are available.

For on the day emergency appointments please contact the surgery at 8.15am.

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. You can also cancel via telephone, online or via the NHS app



Evening + Weekend Appointments

Just ask reception at your surgery for an appointment in Enhanced Access

Pre-bookable appointments:

- ✓ GP
- ✓ Nurse - Smear test, dressing, woundcare
- ✓ Blood tests
- ✓ Advanced Nurse Practitioner
- ✓ Contraception services - Coils & Implants



Scan for more info
or visit

www.hbmagpfederation.co.uk

All appointments at:

The Centre
surgery, Hinckley
Health Centre,
Hill Street, LE10
1DS

OR

Newbold Verdon
Medical Practice,
St Georges Close,
Newbold Verdon,
LE9 9PZ



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.

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 Ullesthorpe Surgery – **DISPENSING PATIENTS ONLY**

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

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.

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.

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.

SAVE THE DATE

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

Wednesday 14th January 2026

Thursday 12th February 2026

26th March 2026

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

FRIENDS & FAMILY TEST



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

NHS APP



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


We will be hosting some sessions to get you up and running. Keep your eyes peeled for an invite!

Register with The Orchard Med Practice online


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.



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MEN'S HEALTH GP CLINICS IN HINCKLEY & BOSWORTH



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



2

REGISTER YOUR
DETAILS VIA THE
ONLINE FORM



3

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



PATIENT PARTICIPATION GROUP – PPG

“HELP US TO HELP YOU”



Patient's feedback and suggestions are invaluable to us and are discussed at our PPG meetings. Please leave a name and contact number if you would like a response. Suggestion boxes are located at both surgeries or you can contact us through the PPG page on the surgery website:

theorchardmedicalpractice.co.uk/patient-participation-group

or

Email: lricb-we.orchardppg@nhs.net

PATIENT SATISFACTION SURVEY RESULTS

The results of the 2025 Patient Satisfaction Survey are in!
We are extremely proud of our results and will be working hard on the areas that require some improvement.



93% find the reception and administrative team at this GP practice helpful

ICS result: 81% | National result: 83%



65% find it easy to contact this GP practice using the NHS App

ICS result: 49% | National result: 49%



68% find it easy to get through to this GP practice by phone

ICS result: 48% | National result: 53%



76% describe their experience of contacting their GP practice as good

ICS result: 65% | National result: 70%



73% felt they waited about the right amount of time for their last general practice appointment

ICS result: 63% | National result: 67%



94% felt their needs were met during their last general practice appointment

ICS result: 89% | National result: 90%



75% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses

ICS result: 66% | National result: 69%



92% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 85% | National result: 87%



83% describe their overall experience of this GP practice as good

ICS result: 72% | National result: 75%

To view all of the results visit: [GP Patient Survey](#)