

Summer 2026 Patient Newsletter

Our Numbers for April-June 2026



We have a total of 10,946 registered patients



We receive an average of 1,384 phone calls per week



We processed an average 3009 clinical documents per month



We carried out 11,511 appointments, of which 10,114 were face to face and 1397 were telephone consultations



We had 376 missed appointments (patients who did not attend)

Practice Opening Times

Here are our regular opening times:

Monday to Friday: 08:00 -18:30

Saturday, Sunday & Bank Holidays: Closed

If you require urgent assistance outside these hours, please call NHS 111 or, in case of emergency, dial 999.

Here are our enhanced access hours for pre-bookable appointments:

Every Monday & Thursday: 18:30-20:00

Saturday 18th July & Saturday 22nd August & Saturday 19th September: 09:00-17:00

Dispensary Opening Times

Our dispensary is here to provide you with any prescribed medication and helpful advice on managing your prescriptions.

Monday to Friday: 08:00-13:00

14:00-18:30

Since 1st April 2026, the practice has stopped accepting prescription request over the phone for safety and accuracy purposes. Ordering medication online or in person is widely regarded as a safer and more efficient method. Online systems provide patients with greater control over their medication orders, helping to reduce waste by encouraging the ordering of only what is necessary. Most GP surgeries in the UK now recommend alternative, safer methods for ordering repeat prescriptions, including:

- **Online Services:** The safest and easiest way is through the NHS App or SystmOnline via the practice website. Please contact the practice for more information about these options.
- **In Person:** You can submit your request by returning the tear-off slip from a previous prescription or a handwritten note to the prescription box in the waiting room.
- **By Post:** You can mail your prescription request slip or written order to the practice.
- **Email:** You can email the practice at ddicb.dispensary.ashbournehc1@nhs.net. A link will be available on the practice website.

Medication Dispensing: Most prescriptions will be ready for collection within 72 hours.

Service we offer

Ashbourne Medical Practice uses ZoomPhysio to provide rapid, online treatment for mild musculoskeletal conditions. If you're suffering from aches or pain, you can receive a personalised online physio plan with easy to follow, easy to view exercises, put together for you by our MSK Practitioner Team.

When you request a physio plan from ZoomPhysio, following a really quick registration, we'll send your plan within 48 hours. You'll receive an email with all the information that you need. Our physio plans have video demonstrations of the exercises and additional information to support your recovery. After 4 weeks once the plan is complete, you will be invited to tell us how you have done.

To get started with ZoomPhysio, click on the link below or visit our practice's website and you'll find it under the 'Clinics We Offer' section. If you're concerned about your symptoms, please contact us and arrange a call with our Musculoskeletal Practitioner. You can also arrange a call with our Musculoskeletal Practitioner once you have completed an online physio plan and symptoms have not improved.



<https://www.zoomphysio.co.uk/gp/ashbourne-medical-practice>

Home Blood Pressure Readings- Important Reminder

We are currently receiving a high number of paper blood pressure diaries (around 60 per week). Processing these manually is very time-consuming and increases the risk of errors or inaccuracies. If you receive a link from us to submit your home blood pressure readings, please use this link to send your results online. This is the safest, quickest and most accurate way for us to record your readings. Please note:

- The link is valid for **7 days** from when it is sent.
- If your link expires, you can **contact reception to request a new one** or you will receive a reminder link after **3 weeks**.
- **Paper copies should only be submitted if you have been sent an official template by the practice.**

Thank you for your cooperation in helping us provide a safe and efficient service.

PPG



PPG stands for Patient Participation Group. A PPG is a selection of patients who make a positive contribution to shape the services we provide. We are looking to relaunch our PPG. If you are interested in joining us, please contact Reception or sign up via our website:

<https://msw.fpm-group.co.uk/edit/PatientParticipationGroupPages/Signup>

Help Us to Help You - Digital



Since introducing our new digital system earlier this year, we would like to thank all patients who have engaged with questionnaires and online booking. Your support is helping us improve how we deliver care.

We are now moving into the next phase of this system, where you may notice:

- More regular questionnaires to support monitoring of long-term conditions and medication
- Invitations to book appointments via secure links, helping you access the right clinician more quickly
- Continued work to align annual reviews with your month of birth, making care more consistent and easier to manage

Why this matters?

Using digital tools allows us to:

- Review your health information more efficiently
- Prioritise patients who need more urgent care
- Offer appointments with the most appropriate clinician
- Reduce waiting times on the phone

A quick reminder

If you receive a message from us:

- Please complete any questionnaire as soon as possible
- Follow the booking link if an appointment is requested
- Don't worry if the message doesn't include full details — the clinician will discuss everything with you at your appointment

N.B. All links are only available for 7 days.

We're here for everyone

We understand that digital access doesn't suit everyone. If you:

- Do not use a smartphone or the internet
- Prefer to be contacted another way

Please let us know, and we will ensure you are supported through alternative methods.

Help us help you

Keeping your contact details up to date and responding to messages promptly helps us provide safe and timely care, including issuing repeat medications and arranging follow-ups.

Your feedback

We continue to review and improve the system and welcome your feedback.

NHS App

The NHS app is a secure digital service from the NHS that allows you to access range of health services on your smartphone or tablet. You can use the app to access services at the practice such as requesting repeat prescriptions, checking test results, booking (some) and managing appointments and reading messages from the practice and wider NHS teams.

Who can use the NHS App?

To use the NHS App or [log in through the NHS website](#) you must be:

- aged 13 or over
 - registered with an NHS GP surgery in England or the Isle of Man
- If you're aged 13 to 15, you'll need to contact your GP surgery for access to GP online services before you can use the NHS App.

What do you need to set up an NHS login?

To set up an NHS login you will need:

- an email address (with more than 6 characters)
- a mobile phone or a landline number

To be able to use some services, you will also need to provide your:

- NHS number or your full name
- date of birth
- postcode

To access your health records or any personal information you will also need to provide high level proof of who you are. If your mobile phone number matches the one you have registered with your GP, we will use it to verify your identity. Otherwise, you will need to provide proof of identity.

This can be a:

- passport
- UK driving licence (full or provisional)
- European driving licence (full)
- European national identity card

If you cannot provide a valid photo ID, you can use your registration details from your GP surgery.

These are:

- a Linkage Key (also known as Passphrase)
- an ODS Code (also known as Organisation Code or Surgery ID)
- an Account ID

Contact us for these details.



Do more with the NHS App!

Order repeat prescriptions
Use NHS 111 online
Find NHS services
View your GP health record
Book appointments
Get reminders and messages
And much more...

Need help?
Get support in the app or visit nhs.uk/helpmeapp

NHS App

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Important Information About Your Medication

To ensure your medication is prescribed safely, it is important that you attend your annual medication review and any required monitoring appointments (such as blood tests or blood pressure checks) when invited.

If you have received multiple invitations to book your annual review, medication review or required monitoring and have not arranged or attended your appointment, we will reduce your prescription to a **2-week supply** until your review and any necessary monitoring have been completed.

This policy is in place to ensure that your medication remains safe, appropriate and effective and that any necessary checks are carried out before further long-term prescriptions are issued.

Please book your appointment as soon as possible if you receive an invitation from the practice.

Meet Our New Team Member

PRACTICE NURSE



We are delighted to welcome our new Practice Nurse, Melissa Hibbs, to the Ashbourne Medical Practice Team.

Melissa will be working closely with our team and undertake a wide range of roles, she will be involved in a lot of aspect of a patient's care, assessing, screening and treating. In addition to providing traditional aspects of nursing care such as wound care, immunisation, she'll run health checks and clinics with long-term conditions such as asthma and diabetes.

We hope you'll join us in giving Melissa a warm welcome .

