Greenbank Medical Practice Newsletter

AUTUMN 2026





Hello again,

We wanted to get in touch to share the latest news and outline our plans for the Practice over the coming months.

As always, we would like to extend our sincere thanks to all our patients for your continued support—it is greatly appreciated by the entire team.

Our team is working hard to deliver our flu vaccination clinics and protect our patients ahead of the winter season. Clinics will continue throughout November for eligible patients. If you have been invited for your flu vaccination, please book your appointment and help us keep our community protected.

Inspected and rated

Good

CareQuality Commission

STAFF NEWS

We would like to share a few updates about our practice team and introduce some of our new colleagues.

We have recently said goodbye to two valued members of our team. Katie left our reception team in October, and Tracey will be leaving us in November. We would like to thank them both for their hard work, dedication and contributions to the practice. They will be missed, and we wish them both every happiness and success for the future.

We are pleased to welcome several new members to our team. Rasheda joined us in July, followed by Hannah in August. We also look forward to welcoming Ria in November.

Our team is committed to providing all our patients with a friendly, helpful and welcoming service. We appreciate your patience and understanding as our new colleagues settle into their roles, and we look forward to continuing to care for you.

Thank you for your continued support!

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SOCIAL MEDIA

Please remember to like and follow our Facebook and Twitter pages. We use these platforms to share important updates with our patients, particularly urgent information about our services and any unexpected disruptions.

Our social media pages allow us to quickly communicate with a large number of patients.

We also use these channels to promote local services and share useful health information within the community.

Please take a moment to follow our pages and help us spread the word by sharing this information with your friends and family.

Please remember:

1 problem = 1 appointment

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Our aim is to provide the best possible care to all our patients through the doctors and supporting staff

Prescriptions

Many patients will already be aware that we no longer take prescription requests over the telephone. This change was introduced due to a significant increase in calls to the surgery, which at times resulted in longer waiting times for patients needing urgent assistance.

Please note: Patients who are housebound or aged 75 and over may still order their medication by telephone at certain times of the day.

Alternative ways to order your repeat prescriptions:

Online:
You can view and request your repeat medications at a time that suits you. To use this service, you will need to register for the NHS App.

In person or by post:
You can bring your repeat prescription slip to the surgery and hand it in at reception, post through our letterbox, or send it to us by post.

We would encourage all patients, where possible, to use the online service or other non-telephone options to help us keep phone lines free for patients requiring urgent medical attention.

GP Appointment System

Last year, we introduced a new GP appointment system at Greenbank Medical Practice. This change was made to help us manage the increasing demand for appointments and to provide a more efficient and fair service for all patients.

The system is designed to prioritise appointments based on clinical need. Once all same-day urgent appointments have been allocated, instead of asking patients to call back the following morning at 8:00am, we encourage you to use our eConsult service.

All eConsult requests are reviewed and triaged by a GP—not a receptionist—ensuring that your care is assessed appropriately and directed to the most suitable service.

Over the past few months, we have made adjustments to improve how the system works. However, it is important to us to hear from you. We value your feedback and would like to know what you think about the new system and how it is working for you.

We will shortly be sending out a short survey regarding our new appointment system, and we would be very grateful if you could take a few minutes to complete it. Your feedback is extremely valuable to us and will help us continue to improve our service.

NHS APP

The NHS App allows patients to conveniently access a range of online services provided by their GP practice. These services may include booking appointments, ordering repeat prescriptions, sending secure messages, viewing your medical records, and updating your contact details.

Using the app helps our clinicians work more efficiently, while also enabling patients to access support quickly and easily—often without needing to visit the practice in person.

We encourage all patients to download the NHS App and register for online services. If you would like full access to your medical records, please visit reception with a valid form of photo ID to complete your registration.

Have you got an email address?

We could send you our newsletter by email and send you details of our patient participation group

Please tell us if you change your phone number. We will need this to contact you urgently or if you are being referred to another service.

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