



**Burnside
SURGERY**

PATIENT NEWSLETTER

Autumn / Winter 2026



NHS APP
Your NHS, in
your hands
Scan to
downloads the
NHS App



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WELCOME

2nd Edition

Welcome to the latest edition of the Burnside Surgery
Newsletter.

We are committed to providing high-quality care and keeping
you informed about important practice news and local services.

Thank you for being part of our practice.

Order repeat
prescriptions
on the
NHS App



IMPORTANT CHANGE NHS APP & PATIENT LED ORDERING

Burnside Surgery goes live October 2026
Patient-Led Ordering means ordering only the medicines you
actually need, when you need them.

- ✓ Reduces medicine waste
- ✓ Improves medication safety
- ✓ Helps patients manage their medicines
- ✓ Reduces NHS costs
- ✓ Encourages medicine reviews where needed

KEY MESSAGE

Order only the medicines you need, when you need them.

Download the NHS App now and start familiarising yourself
with it.

WHERE SHOULD I GO?

Need Help With? Service

- Minor illness - Pharmacy First
- Mental Health - MHP / Talking Therapies
- Muscle or joint pain - MSK Service
- Urgent when surgery closed - NHS 111
- Emergency - 999

TEAM UPDATES



Welcome to Our Trainees

- Dr Bokhari – ST3 Trainee
- Dr Rauf – ST3 Trainee
- Dr Pomi – ST2 Trainee
- Dr Leitch – FY Trainee
- Dr Shareef – FY Trainee

Welcome to the team during your training placements.

Farewell

Dr Ambepitiya will be leaving the practice in October 2026.

His final day with Burnside Surgery will be:

1 October 2026

*We thank him for his contribution and wish
him every success for the future.*

PATIENT PARTICIPATION GROUP (PPG)

Help Shape Your Practice

We are looking for more patients to join our Patient
Participation Group.

Help us:

- ✓ Improve services
- ✓ Share ideas
- ✓ Give constructive feedback
- ✓ Represent patient views

This is not a complaints forum but a positive way to improve
our practice together.

gmicb-bol.burnsidesurgeryppg@nhs.net





SAFE SURGERIES

Working Towards Becoming a Safe Surgery

Burnside Surgery has joined the Safe Surgeries Programme and signed the Safe Surgeries Declaration.

We are reviewing our registration processes and staff training to improve healthcare access for everyone.

Remember:

- ✓ No ID required to register
- ✓ No proof of address required
- ✓ No NHS number required
- ✓ People experiencing homelessness can register
- ✓ Refugees and asylum seekers can register

Healthcare is for everyone.



**PROUD TO BE A
SAFE SURGERY**

HAVE YOU MOVED?

Keep Your Contact Details Updated

Please ensure your details are up to date:

- ✓ Address
- ✓ Telephone Number
- ✓ Email Address

Important NHS correspondence may not reach you if your details are incorrect.

Patients who do not respond to requests for address verification may be removed under the FP69 process.

☎ Contact Reception if your details have changed.

MISSED APPOINTMENTS

Help Us Help Others

If you cannot attend your appointment:

- ✓ Cancel using the NHS App
- ✓ Reply to your reminder message
- ✓ Call us on 01204 969345

Every cancelled appointment can be offered to another patient.

NEW SUPPORT PROJECT



The Growth Company

Some patients who regularly request fit notes may receive a text inviting them to complete a referral form.

Support available includes:

- ✓ Counselling
- ✓ Wellbeing support
- ✓ Occupational Health
- ✓ Workplace adjustments
- ✓ Employment advice
- ✓ Weight management services
- ✓ Dental support

Appointments available:

- Face to face
- Telephone
- Online

BURNSIDE SURGERY SURVEY 2026

- Your Feedback Matters
- Please complete our Patient Survey.
- Available on our website or Via the QR code



KEEP IN TOUCH

Visit our practice website for the latest news, updates and service information: www.Burnsidesurgery.nhs.uk

We are also on Facebook and Instagram



www.facebook.com/BurnsideSurgery



[Burnside Surgery \(@burnsidesurgery\)](https://www.instagram.com/burnsidesurgery/)

CHECK-IN MACHINE

Please use the self check-in screen when you arrive.

- ✓ Reduces queues
- ✓ Faster check-in
- ✓ Keeps patient details up to date