



April 2026

Spring is upon us!

As the weather warms up, tree pollen levels are rising, typically from March through May. If you suffer from hay fever (itchy eyes, a runny nose, and sneezing), please start ordering your medication early, checking inhalers are in date, and booking reviews for long-term conditions. *Over-the-counter medications are also available* to help relieve common hay fever symptoms, so please consider self-care options where appropriate.



Stay Healthy – Couch to 5K!

Ready to feel healthier this spring? Start your journey today by downloading the free NHS Couch to 5K App for guided weekly runs, join your local Parkrun for a fun, supportive 5K every Saturday morning, aim for just 20–30 minutes of movement each day (a brisk walk counts!), and make simple food swaps by choosing fresh, home-cooked meals over processed options. Small changes really do lead to big improvements in energy, mood and long-term health.



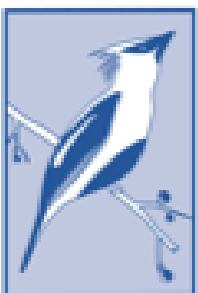
Do more with the NHS App!

If you have online access and haven't already done so, we encourage you to sign up for the NHS App. The government continues to develop this tool to support patients and GP surgeries. With the app, you can:

- View your medical records.
- Order repeat prescriptions and check when they are ready to collect.
- Book and manage appointments.
- Access trusted NHS health information.
- Secure access 24 hours a day.



Using the app helps reduce administrative workload within the practice, allowing us to focus more time on patient care.



Help Us Reduce Missed/Delayed Appointments

Since the start of the year, we have seen an increase in missed appointments and appointments cancelled at short notice. A total of 192 hours and 40 minutes of clinicians time were lost in January and February due to patients not attending their appointments. If you are unable to attend your appointment, please let us know at least 24 hours in advance. You can now also Check or Cancel your appointment quickly and easily using our phone line system by calling the usual surgery number. This allows us to offer the appointment to another patient who may need it urgently if you are cancelling your appointment. Arriving late to your appointment can also impact the service, as it may delay other patients who are waiting to be seen. If you are late, you may have to rebook your appointment. We appreciate your support in helping us make the best use of NHS resources.



Unwell? Choose well

 Self Care	 Pharmacy	 NHS 111	 GP Practice	 Urgent Care	 A&E or 999
Minor ailments should be treated at home	Local expert advice	Non-emergency help	A skilled team of medical professionals	Urgent Treatment Centres	For emergencies only
Minor cuts and grazes Minor bruises Minor sprains Coughs and colds	Minor illnesses Headaches Stomach upsets Bites & stings	Use NHS 111 online if you're unsure what service you need	Lasting symptoms Chronic pain Long term conditions New prescriptions	Breaks & sprains x-rays Cuts & burns Fever & rashes	Choking Chest pain Blacking out Serious blood loss
If you can, use online services in the first instance	 Mental Health		For urgent mental health help Text "SHOUT" to 85258 for free from a UK mobile network or scan the QR code to find a local helpline		 SCAN ME

Stress Awareness Month

April marks Stress Awareness Month to raise awareness of the negative impact of stress on mental and physical health and encourage people to take steps to reduce it.

Every Mind Matters: Access free, personalized NHS mental health support, including tips for stress, anxiety, and low mood.

30-Day Challenge: The Stress Management Society encourages picking one action daily for physical, mental, and emotional well-being to build positive habits.

NHS Talking Therapies: Confidential, free support (such as cognitive behavioural therapy) for anxiety or stress, which you can self-refer to.

Patient Survey

Thank you to all those who took part in our January survey. We received 1,255 responses, giving us meaningful and useful data.

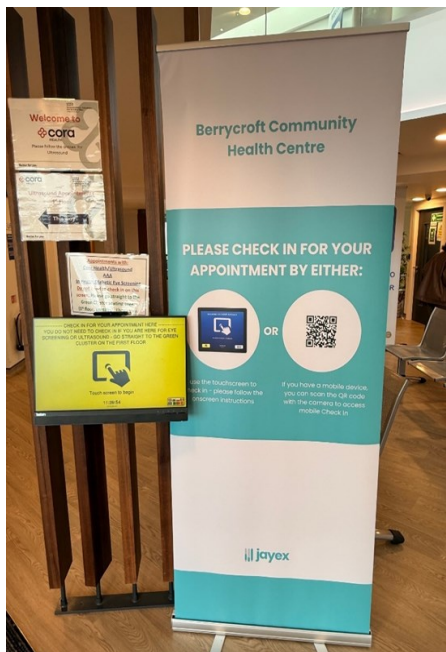
Full results will soon be available on our website, Facebook page and noticeboards. We are also reviewing your free-text comments to help improve our service.

Key findings:

- 94% had confidence and trust in the clinician they saw
- 91% felt their needs were met
- 85% found our reception and admin team helpful

We continue to work to improve all areas. To help you quickly access your health information, we recommend using the **NHS App**, where you can instantly view your records, test results and request appointments online. You can sign up via our website or by searching “NHS App” online.

Thank you again for your feedback.



New Check-In Screens!

We're delighted to announce that our new self check-in screens are now installed.

You can use them to check in for your appointment, update your personal details, and review any changes to your health information.

There's also a QR code on the roller banner, allowing you to check in quickly and conveniently using your smartphone if you are not happy to use the screens.

Designed to be quick and easy to use, the system helps reduce queue times at reception with simple, step-by-step instructions.

Car Park Reminder

Please ensure you enter your vehicle registration correctly when using the parking system within the surgery. Take care with 0 (zero) and O (letter), as they are not interchangeable and mistakes may result in a fine. There are signs around the surgery to remind you to register your vehicle, please ensure this is done to avoid fines from Civil Enforcement Limited.

Opening Times & Contact Details

8:00am to 6:00pm Monday to Friday - (exc. Bank Holidays, when we are closed.)

7:00am—8:00am Monday to Friday for enhanced access services

6.30pm to 8:00pm Wednesday and Thursday evening.

Please contact us using the form on the NHS App or our web site to avoid waiting in the phone queue and to enable those without internet access to contact us more easily.

Telephone Number: 01296 310940 & Website: www.berrycroftcommunityhealthcentre.co.uk

Next PLT dates:- when the surgery is closed from 1pm due staff training

Tuesday 14th April — Wednesday 13th May — Thursday 18th June — Wednesday 15th July