

## WILLINGHAM & LONGSTANTON SURGERIES

Reception Tel: Willingham 01954 260230 Longstanton 207600 Dispensary 207602

District Nurse Team: 01223 726469 Option 2 Health Visitors: 0300 029 50 50

**Out of hours cover: Ring 111** Website: [www.willinghammedicalpractice.nhs.uk](http://www.willinghammedicalpractice.nhs.uk)

*A&E is not an alternative to a GP appointment. If we are closed, please call 111.*

### **Bank Holiday**

Please note the surgery and pharmacy will be closed on bank holiday Monday 28<sup>th</sup> August.

### **Everyturn talking therapies**

Everyturn talking therapies are a non-profit organisation and proud to provide free talking therapies on behalf of the NHS. Therapists are fully qualified and accredited experts in a wide range of therapies.

We know it can be difficult to ask for help. But if you feel like you're struggling, it's really important to get the right support. Everyturn talking therapies can help you to understand your problems, work through difficult feelings and find tools and techniques to help you feel better.

They offer a range of talking therapies, including counselling, cognitive behavioural therapy (CBT), and digital therapy. The best option for you will depend on your situation.

No GP referral is required. Contact them directly by filling in the form on their website [everyturn.org/talking-therapies](http://everyturn.org/talking-therapies) or call 0300 555 0888.

### **Arriving late for your appointment**

Please be aware that if you arrive late for your appointment, you may not be seen. The clinician may instruct our reception staff to rebook for another time.

### **Appointments**

Unfortunately, all our pre-bookable appointments and those available on the day do get allocated very quickly and we are aware of the frustration this causes. It may be worth looking online for pre-bookable appointments in the weeks ahead.

We have 3 months' worth of appointments available at a time for patients to pre-book for routine problems, as well as holding some back, for on the day appointments.

We also have our online triage system on our website, and there is also NHS 111 for non-urgent support on the day. A&E is for urgent care only.

We are no longer allowed to ask you to call back another day. Please respect the receptionist's directions and advice about which alternative pathways are most suitable for you, when our service is at capacity.

### **Carers Meeting**

If you are a carer for someone and need advice and financial or emotional support, please come along to our carers support meeting **on Weds 2nd August** at Willingham Surgery, where

we will be holding a drop in meeting **between 2pm and 4pm**. Please come along and get some support from other people in the local community. Refreshments provided, no need to pre-book and completely **FREE!**

Meetings are held on the first Wednesday of every month at Willingham Surgery. Please contact Sue Lawson at the surgery or email her at [susan.lawson7@nhs.net](mailto:susan.lawson7@nhs.net) for more information.

*Lisa Smith –Assistant Practice Manager–August 2023*