

WELBECK ROAD HEALTH CENTRE

Newsletter



Vaccine season is just around the corner, and we're preparing to help protect you!

Our first clinic(s) are planned for **10th October at Welbeck Road Health Centre** and **15th October at Glapwell Community Centre**.

We will contact any housebound patients shortly to organise home visits.

If you're eligible, you will have received a message from us inviting you to book your appointment. Please ensure your contact details are up to date.

If you choose to decline either of these vaccines, please inform us as soon as possible to save our practice from trying to contact you.

As your registered GP practice, we have access to your complete medical record—something other providers may not have. For your safety and continuity of care, we strongly recommend booking one of our clinics when you receive your invitation.

This year's flu vaccine eligibility

From 1 September 2026:

- pregnant women
- all children aged 2 or 3 years on 31 August 2026
- primary school and secondary school-aged children, from reception to year 11
- young people aged 17 and over attending a special educational needs (SEN) school who are also in a clinical risk group
- all children in clinical risk groups, from 6 months to less than 18 years



From 1 October 2026, the following groups become eligible:

- everyone aged 65 years and over
- all adults in clinical risk groups, from age 18 to under 65
- residents of long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of people who are immunocompromised
- rough sleepers and those using homeless hostels or night shelters aged 16 years and over
- frontline social care workers without access to an employer-led occupational health scheme, including those working in:
 - a. registered residential care or nursing homes
 - b. domiciliary care
 - c. voluntary managed hospices
 - d. personal assistants employed through direct payments or personal health budgets



This year's COVID-19 vaccine eligibility

- adults aged 75 years and over
- residents in care homes for older adults
- individuals aged 6 months and over who are immunosuppressed, as defined in the **COVID-19 chapter of the Green Book**, the UK Health Security Agency's information on immunisation against infectious disease



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Big news...

Millions of women to be offered HPV self-testing kits

Haven't attended cervical screening following previous invitations?
You may be offered an HPV self-testing kit!

This new service rolled out on the 25th of August – and means you can do the test in the comfort of your own home.

The self-testing kit contains a swab, similar to a long cotton bud, which is used to collect a sample from the vagina. The sample is then posted back to the NHS for free, where it is checked for high-risk HPV.

If high-risk HPV is found, individuals will be invited to book a follow-up cervical screening appointment at their GP surgery or sexual health clinic, where a nurse or doctor will take a small sample from the cervix to check for cell changes.

Further information can be found here:

<https://www.england.nhs.uk/2026/08/nhs-rolls-out-discreet-home-testing-kits-against-cervical-cancer-for-millions-of-women/>



“It is so important that women go for these check-ups or do the home-testing kit if invited. It doesn't take very long, and if you're worried or have questions, the staff are excellent and will talk to you and help answer any fears you've got.”

Have You Left Something Behind?

If you've recently visited Welbeck Road Health Centre and believe you may have forgotten or misplaced something, please get in touch with our Reception Team.

We have a variety of unclaimed items waiting to be reunited with their owners.

 You can contact our Reception at 01246 823 742, or feel free to visit us in person. Please be ready to describe the item you are looking for.



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Small changes to how people access Urgent Treatment Centres (UTCs)

!! From Monday 24 August, there will be a small change to how people access Urgent Treatment Centres (UTCs) at Buxton, Ilkeston, Ripley and Whitworth hospitals. The changes are being introduced to help manage increasing demand and ensure patients are assessed and directed to the most appropriate service.

All four UTCs will remain open from 8am to 8pm, seven days a week.

The changes relate to how people can access UTCs in the evening.

Opening and access arrangements from Monday 24 August ↓

● Ilkeston, Ripley and Whitworth UTCs

Walk-in (no appointment needed): 8am–5pm

Appointment only (via NHS 111): 5pm–8pm

● Buxton UTC

Walk-in (no appointment needed): 8am–4pm

Appointment only (via NHS 111): 4pm–8pm



What you need to do...

During walk-in hours, you can still attend a UTC without an appointment, but we always encourage people to contact NHS 111 first to be assessed and directed to the most appropriate service.

Outside walk-in hours, access is by appointment only by calling NHS 111.

These changes will help ensure UTC services continue to provide safe and effective care for local people while making sure patients receive treatment in the most appropriate setting. We will continue to work closely with partners, including the ICB, to ensure these services remain safe, effective and responsive to the needs of local communities.

To help you get the right care, first time:

For minor illnesses and injuries, consider self-care and advice from your local pharmacy first. Pharmacists can advise on a wide range of conditions and treatments without an appointment.

For urgent but non-life-threatening conditions, contact NHS 111 (online at 111.nhs.uk or by calling 111). NHS 111 will assess your symptoms and, where appropriate, arrange an appointment at a UTC or direct you to another suitable service.

In a life-threatening emergency, always call 999 or go to A&E.

Further information 🔍 <https://dchs.nhs.uk/our-services-and-locations/a-z-list-of-services/urgent-treatment-centres-all>



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NHS App

The NHS is struggling under ever-increasing costs. One of these costs, which continues to escalate, is that of SMS messaging.

We use these important messages to contact you about appointments, results and many other reasons.

However, every text message we send comes at a cost!

But there is an alternative! The NHS App.

This allows us to contact you via the app instead, which is FREE →

<https://www.nhs.uk/nhs-app/>

If you already have the app, **please ensure you have notifications turned on**, as otherwise the messages will automatically revert to SMS.

This is just one simple step you can take towards supporting your NHS and GP Surgery.

We understand if you do not have a smartphone and cannot download the NHS App. We will continue to contact you in the usual way.

Thank you for your support.



View messages about your care in the NHS App

Turn on notifications for the NHS App to get messages from your trusted healthcare providers

The NHS App messaging service is a simple and secure way to stay up to date

You can also use these services by logging in through the NHS website

NHS App

Download on the App Store

GET IT ON Google Play

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Important Home Visit Information

Information correct as of 25.06.2026

Home visits are available for patients who are too ill or unable to leave their homes to visit the Practice.

Please use this service thoughtfully and contact us as early as possible in the morning. Our phone lines open at 08:00.

All requests for home visits should be made before 10:30 by calling us on one of the following numbers:

- Welbeck Road Health Centre: **01246 825487**
- Glapwell Surgery: **01623 812188**

Any requests for home visits made after 10:30 may be directed to other services.



September is Gynaecological Cancer Awareness Month

What do you need to know?

There are 5 gynaecological cancers: womb, ovarian, vulval, cervical and vaginal.

Some common symptoms of gynaecological cancers include:

-  Unusual vaginal bleeding or discharge, including any bleeding after the menopause
-  Persistent bloating, feeling full more quickly or nausea
-  A persistent itch, lump or changes to the vulval skin or vagina
-  Unexplained lower back, abdominal or pelvic pain

These symptoms can be caused by lots of different conditions, but it's important to get them checked.

Knowing what's normal for you can help you spot changes that aren't.

If you notice something that doesn't feel right and you're worried it could be cancer, contact your GP practice.

<https://www.nhs.uk/conditions/cervical-cancer/>



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How to make your patient journey easier...

Do you know how to make your patient journey easier ?
Things to consider before you pick up the phone... 📞

A recap on the points in this poster 🖱️

- 1 Always choose the right service for your condition.
Find details at 🔍 <https://joinedupcarederbyshire.co.uk/self-referral/self-referral-for-patients/>
- 2 Try self-care for your condition.
Find details at 🔍 <https://joinedupcarederbyshire.co.uk/stay-well/self-care/>
- 3 Collect your worries, thoughts and expectations before you see or speak to the GP.
- 4 The official NHS website is a fantastic and trusted source of help and information for many medical conditions 🔍 <https://www.nhs.uk/>
- 5 Order your repeat medication(s) in time.
Visit 🔍 <https://www.welbeckroadsurgery.co.uk/prescriptions>
- 6 Request home visits earlier rather than later in the day. More information at:
🔍 <https://www.welbeckroadsurgery.co.uk/appointments-1>
- 7 Call the hospital for any hospital matters.
Find details about waiting lists and helpful information for patients waiting for clinical opinion, treatment, or surgery:
🔍 <https://www.myplannedcare.nhs.uk/>
- 8 Check the surgery website for more news and information.
Visit 🔍 www.welbeckroadsurgery.co.uk
- 9 Remember, your GP service is a precious resource
- Please use it wisely.

Follow these simple tips to help us, help you. 💙



Patient Participation Group

As you may have noticed, the Patient Participation Group (PPG) has not held a meeting for some time.

As a practice, we remain fully committed to supporting a PPG. In recent years, we have hosted and chaired several meetings ourselves, which has naturally resulted in these being practice-led rather than patient-led. However, a PPG is intended to be organised and driven by patients, with the support of the practice team.

We are writing again to ask whether any members of our Patient Participation Group would be willing to step forward as an interim or temporary Chair or Secretary for the group.

Your involvement would play a key role in helping to revitalise the PPG, enabling it to meet regularly (either online or face to face), share ideas, and strengthen the relationship between patients and the practice. Even temporary support would make a significant difference and help us continue moving the group forward positively.

These roles do not need to be long-term commitments.

If you may be interested, or would simply like to find out more about what the roles involve, please contact the practice by emailing us at: ddicb.wrhcpatientinformation@nhs.net

We truly value the support and input of our PPG members and hope we can work together to continue developing the group for the benefit of all patients.



We'd love to hear from you!

If you'd like to get involved or find out more, please contact the practice team.



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*Working together
for a healthier community*



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Practice News

Friends and Family Feedback: August 2026

220 responses in total

152 reviews out of 220 are **extremely likely** to recommend us (69%)

9 reviews out of 220 are **unlikely & extremely unlikely** to recommend us

18 reviews out of 220 are **neither likely nor unlikely** to recommend us

40 reviews out of 220 are **likely** to recommend us

1 review out of 220 **don't know** if they recommend us

- I have never had a negative experience with Welbeck Road Surgery. All the staff are amazing and look after myself and my 2 boys brilliantly. As a veteran who was medically discharged from HM Armed Forces, the practice has always looked after me really well which is so reassuring and one less thing to worry about. Thank you for everything.
- Really good patient care, polite, professional and respectful staff from receptionist to GP (doctor). Immediate treatment and appointment were easy to get and I was seen with priority.
- During this last year my 90 year old mum has need your care first time in her life the care has been very good all the way through from the Doctor and the nurses who visit her weekly
- My local surgery is Glapwell. Always friendly, helpful and go above and beyond to assist . I am very happy with their service .
- Been with this practice for 40+years. Lovely staff they are very helpful

Thank you to those who took the time to read our newsletter. Please email any suggestions to: ddicb.wrhcpatientinformation@nhs.net. This email inbox is not monitored.

Do not send any medical requests.



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