

# TORKARD HILL NEWSLETTER

September 2025  
[www.torkardhill.co.uk](http://www.torkardhill.co.uk)

## Changes to appointment system

The NHS has mandated that GP practices adopt Patient Triage. From now, all patients wishing to book an appointment will need to submit an online request – either via our practice website [www.torkardhill.co.uk](http://www.torkardhill.co.uk), the NHS App, or with the support of our reception team, who can help complete the form on the patient's behalf if needed. The request will include brief information about the clinical issue, that will allow us to assess the urgency, appropriateness, and arrange review by a suitable clinician.

## Your annual flu vaccine

You can get a free NHS flu vaccine if you:

- are aged 65 or over (including those who will be 65 by 31 March 2026)
- have certain long-term health conditions
- are pregnant
- live in a care home
- are the main carer for an older or disabled person, or receive a carer's allowance
- live with someone who has a weakened immune system

Eligible patients will soon be invited to have the vaccine at the Practice; our clinics run daily, with additional sessions on selected Saturdays. Getting your flu jab at the Practice helps support the Practice and the services we deliver to you!

## Ongoing problems with results

We are sadly into the third month of the ongoing lab issues at Nottingham hospitals. The "upgraded" system has thrown multiple problems!!

Unfortunately this not only impacts the x3 increased workload on GP staff, but also how we can currently deliver results to you.

The current main issues are delayed, duplicate, and multiple versions of results. Results are also being received in small parts rather than full complete results. We have also had isolated situations where no results have been sent at all.

For the time being, until (or if) the situation is resolved:

- We are currently unable to send SMS notifications of normal results
- Please check your results, where possible, via the NHS App or your online record
- You may see several versions of parts of results rather than whole results - please read them carefully including the note from the clinician

We understand how frustrating this ongoing situation is and we kindly ask for your patience while we continue to work through it. GP representatives are regularly feeding back to the hospitals about this ongoing fiasco and the significant impact it is having on both patients and GP teams. As a community, we share your frustration that this issue has been allowed to drag on for so long, and we will keep pressing for improvements on your behalf.

To keep up to date with Practice news, local NHS updates, and health advice, please visit, like and follow our Facebook page - [www.facebook.com/OfficialTorkardHill](https://www.facebook.com/OfficialTorkardHill)

## Foot care

Take Care of Your Feet – They Carry You Every Day!

We are increasingly seeing patients with foot problems as a result of poor self care. Your feet work hard for you, so don't forget to give them a little TLC. Here are some simple tips for healthier, happier feet:

- Wash and dry thoroughly – especially between the toes.
- Moisturize daily to prevent dryness and cracks.
- Trim toenails straight across to avoid ingrown nails.
- Wear comfortable, well-fitting shoes that support your arches.
- Give your feet a rest – elevate them when possible.
- Don't ignore pain or swelling.

Remember: healthy feet = better mobility, better posture, and better overall health!



## Couch to 5K

Whatever your age, there's strong evidence that being physically active can help you lead a healthier and happier life.

Starting something new like running can feel overwhelming, but that is completely normal. Many people feel this way at first. The free NHS Couch to 5K programme makes it easier by guiding you from the couch to running 5km in just 9 weeks.



Download the free App at  
[www.nhs.uk/better-health/get-active/get-running-with-couch-to-5k/](http://www.nhs.uk/better-health/get-active/get-running-with-couch-to-5k/)

## PICS Community gynaecology service

This service has now ceased operations. Patients under the service, who are affected by this, and have not had a discharge plan or automatically been transferred to another gynaecology provider if requiring ongoing specialist input, should complain to NHS Nottingham and Nottinghamshire:

- Telephone: 0115 8839570
- Email: [nnicb-nn.patientexperience@nhs.net](mailto:nnicb-nn.patientexperience@nhs.net)

## Staff changes

We're delighted to welcome *Dr Claudius Ho* (GP, Male) to our team of GPs! Some of you may remember Dr Ho from his time with us during his postgraduate training in 2019. We're thrilled he's decided to return and join us permanently.

## Breathe Easy Hucknall

*Breathe Easy Hucknall* is a self help group providing information, support, friendship and social activities. The group is open to anyone with an interest in lung complaints, including patients, family members, carers, and friends!

When: 4th Tuesday of every month, 1pm - 3pm  
Where: The Grove United Reform Church, Farleys Grove, Off Farley Lane, Hucknall, NG15 7FG  
0300 222 5800, [supportgroups@asthmaandlung.org.uk](mailto:supportgroups@asthmaandlung.org.uk)

In July and August, there were

# 11,962

Appointments with clinicians at the Practice!

Thank you to our amazing team!

