



Newsletter

Issue 15 DECEMBER 2025

Spotlight on the Ashville team...



Kirsty works across our Primary Care Network (PCN) as a paramedic. She, and her paramedic colleagues, treat patients with a wide range of health concerns. She sees patients face to face at Ashville, and at other surgeries in our network.

Requesting repeat medications...



Make sure you request your medications in good time for Christmas. Please don't phone to request them – reception are already managing busy phone lines. Requesting in person or online or via the NHS APP will save you time.

Don't leave it till the last minute!



Pea poppin' risotto recipe

A hearty classic packing a healthy veg punch – perfect to help get your 5 A Day!

Prep: 10 mins

Cook: 35 mins

Serves 6

Click [here](#) for recipe and nutritional information.



Care for older adults

No one should feel lonely over Christmas. For older people in our communities who are waiting for the phone to ring, just having someone to talk to can make their day. Age UK offer a telephone friendship service which can bring much-needed comfort to those in need alongside a 24-hour advice line.



If you have older neighbours or relatives, keep in touch this festive season – it can mean the world to them!

Age UK advice line: 0800 678 1602. Free to call 8am–7pm, 365 days a year.

For more info, click [here](#).

How does PATCHs work?

How do I get started with Patchs?

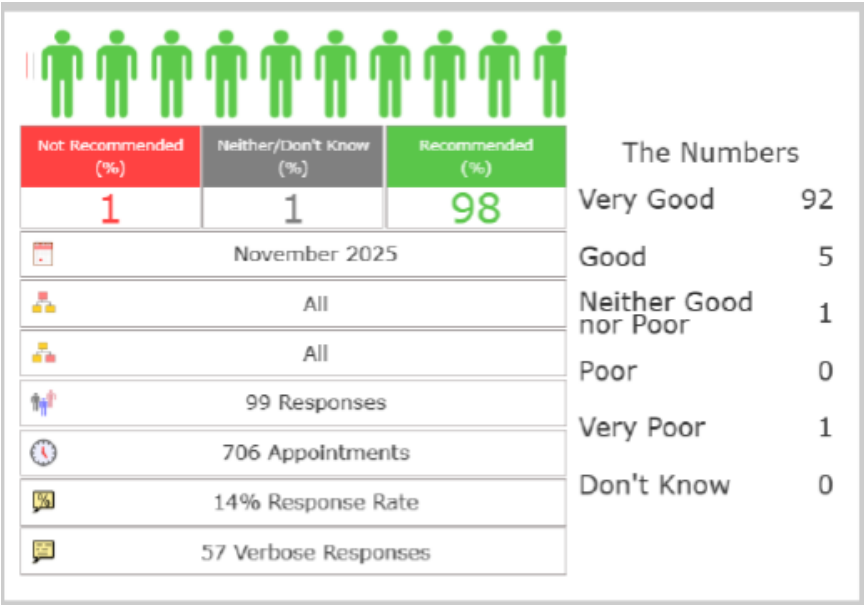
Accessing Patchs is done via your GP practice's website. Please check with your GP practice if you're unsure if Patchs is available to you.



- 1. First, click on the link to Patchs on your GP practice's website.
- 2. Follow the steps to create an account. You'll need your email address to do this, and will also need to create a password.
- 3. Once you have created an account, you can access Patchs by clicking the link on your GP website, or by opening the Patchs app on your smartphone. Login by entering your email address & password.
- 4. You will see a few options. Choose whether you are seeking help for a new health problem or an ongoing health problem.
- 5. Choose the appropriate option. Then, answer a few simple questions to help your GP understand your problem.
- 6. Your answers will be sent to your GP, who will respond as quickly as possible. They may reach out via email, SMS, or phone call. They will schedule a video or face-to-face consultation with you if necessary.
- 7. If you are having difficulties with any of the above, please take a look at our Help Pages.

For more info, click [here](#).

Snapshot of recent *Friends & Family* Feedback, NOVEMBER 2025). Click [here](#) for all results.



Are you aware that the practice has a **Patient Participation Group**? We are looking for people of any age, gender or background to discuss any changes or ideas you may have for the surgery. If you would like to join, email: ashville.surgery@nhs.net

For more info, and to see minutes from previous meetings, click [here](#).