



Monthly Newsletter



Christmas Closure



The surgery will be closed on:

- Thursday 25th December 2025
- Friday 26th December 2025
- Thursday 1st January 2026

During this period, if you require medical attention, please contact Dalriada Out of Hours Service on [028 2566 3500](tel:02825663500).

Medications should be ordered in a timely manner. Please allow up to 3 working days for your prescription to be delivered to the chemist.



COVID VACCINE CAMPAIGN

AUTUMN 2025

Vaccination remains the best form of defence against severe illness, hospitalisation, and death as a result of COVID-19. The COVID-19 vaccination is aimed at protecting the most vulnerable in our society.

Appointments for Covid vaccination clinics are available to book online or via reception.

Eligible Patients are:

- all adults aged 75 years and over; born before 31 March 1951.
- residents in a care home for older adults (in NI this will apply to all residents of a care home for older adults);
- individuals aged 6 months and over who are immunosuppressed

Unlike in previous autumn campaigns, adults aged 65 to 74 years of age and people aged under 65 years of



age with underlying medical conditions, including pregnant women (apart from those who are immunosuppressed) will not be eligible for Covid vaccination.

JCVI does not advise the inclusion of health and social care workers (HSCWs).



Immunosuppressed patients aged 5 to 17 years (i.e. those born between 1 October 2008 and 31 September 2020), are advised that they are eligible for vaccination, and can attend a Trust led clinic to receive the vaccine.

Community Pharmacies will be responsible for vaccination of all care home residents, including mop-up visits.



Urinary Tract Infection (UTI)

Do you have any of the
following urinary symptoms?



**Ask your pharmacist first for Advice, Test & Treatment
(if needed) without having to contact your GP**

NHSCT SCHOOL NURSING

School Nursing teams work across the Trust, both in and out of school, to help provide advice and support to improve health & well being through a universal service for all children 5-19 years. Your school nurse will share lots of information including:

- Maintaining health and development
- Emotional health and well being
- Hearing/Vision
- Immunisations
- Keeping safe
- Healthy lifestyles
- Smoking/Drugs/alcohol

School nursing also deliver the universal Healthy Child Healthy Future Programme for school age children by assessing and identifying health needs in partnership with families and communities and helping people to improve their health.

School Immunisations

The School Immunisation Team provides immunisation for Human Papilloma Virus (HPV), Diphtheria, Tetanus and Polio (school leaving booster) Meningitis ACWY and MMR in line with the regional immunisation programme.



For more information

Go to www.northerntrust.hscni.net/services/school-nursing-services

Larne School Nursing Team

Telephone: 02828261951

Carrickfergus School Nursing Team

Telephone: 02893315828



+Pharmacy First

for help with everyday
health conditions

Pharmacy First for sore throat



Ask your pharmacist **FIRST**
for free and confidential
advice, test and treatment
for **sore throat**



Health and
Social Care

AUTUMN FLU VACCINATIONS

Child nasal flu appointments are available to book for pre-school children aged from two years of age, born between 2nd July 2021 and 1st Sept 2024.

Appointments are available to book online or via telephone after 9.30am any morning.

Appointments for the Flu vaccine are available to book for all patients aged 65 years and over born on or before 31st March 1961 and for those in an AT RISK group.

In 2025/26, healthy 5-64 year olds will NOT be eligible for the flu vaccination.

Last year 862 children and young people, and 3,158 people aged 18 and over were hospitalised with influenza in Northern Ireland. Of those 2,922 were as an emergency hospital admission.

This year the flu vaccine is being offered to:

- all adults aged 65 years and over;

- people aged six months to 64 years in a clinical risk group, as laid out in the Immunisation Green Book influenza chapter (Green Book);
- pregnant women;
- residents and staff in care homes;
- all health and social care workers;
- all preschool children aged two to four years on 1 September 2025;
- all primary and secondary school children (up to and including year 12);
- carers;
- close contacts of immunocompromised individuals.

The COVID-19 vaccination will be offered to:

- adults aged 75 years and over;
- residents in care homes for older adults;
- individuals who are immunosuppressed, aged 6 months and over.



MEADOWBRIDGE SURGERY ONLINE

Practice
Website
Views
2,411



Newsletter
Subscriptions
in November
21



TOTAL Newsletter
Subscriptions
820

Sign up to our newsletter and stay up to date with
practice information by emailing
reception.z00382@gp.hscni.net

Online Patient Services

24/7 ACCESS TO PRESCRIPTION ORDERING

REQUEST A **TRIAGE** SLOT FROM 8.30AM DAILY UNTIL
CAPACITY REACHED

TO REGISTER, EMAIL RECEPTION.Z00382@GP.HSCNI.NET



Pressure Ulcer Prevention

www.publichealth.hscni.net

A pressure ulcer is sore damaged skin. Pressure ulcers happen when something presses into or rubs against your skin. It is important to move around to help your skin stay healthy.

Pressure ulcers often start on bony parts of your body. For example:

- Tailbones
- Hips • Heels
- Elbows.

These parts of your body can press into the skin from the inside.

What can cause pressure ulcers?

- Tight shoes or glasses and hearing aids
- Sitting or lying in one place for too long
- Medical equipment.

For example splint tubes, masks and drains. Splint tubes and drains are small tubes to keep a body part in place or drain fluid or air.



Ask for help!

Tell someone if you feel sore spots on your skin or if your skin

- has blisters or bruises
- is red or swollen
- looks or feels different. Doctors, nurses and carers can help you feel better and stop pressure ulcers getting worse.



Top tips to stop pressure ulcers

Check your skin every morning and night. Look at bony parts of your body. For example, tailbones, hips, and heels. Ask someone to help you if you cannot check yourself.

Check the skin around any medical equipment you use. For example an oxygen mask. Make sure there are no marks or changes in the skin under the equipment.



THINK FAST

THINK FAST IF YOU SUSPECT A STROKE

Strokes claim the lives of around 1,000 people each year in Northern Ireland. The Public Health Agency (PHA) is reminding people to 'think FAST' if they suspect someone is having a stroke.

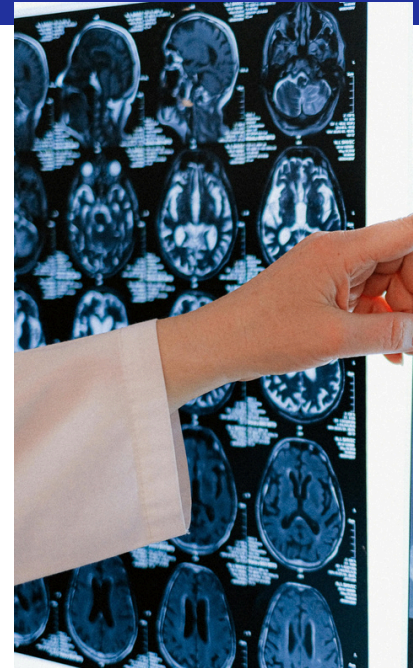
You can reduce your risk of having a stroke by:

- knowing and managing your personal risk factors such as high blood pressure, diabetes, atrial fibrillation (irregular heart beat) and high blood cholesterol;
- exercising regularly and maintaining a healthy weight;
- reducing alcohol consumption;
- stopping smoking.

The FAST campaign raises public awareness of the signs and symptoms of stroke, and highlights actions to take if you think someone is having one, in an easy to remember way:

- Face – Has their face fallen on one side? Can they smile?
- Arms – Can they raise both arms and keep them there?
- Speech – Is their speech slurred?
- Time – Time to call 999 if you see any single one of these signs.

"A stroke is a medical emergency that requires immediate medical attention, so recognising any sign of stroke and calling 999 for an ambulance is crucial."



When **stroke**
strikes, act **F.A.S.T.**

"Stroke is an attack on the brain. It happens when the blood supply to a part of the brain is cut off and brain cells are damaged or die. Stroke is a common cause of death and disability in Northern Ireland with approximately 2,800 new strokes here every year.

While the majority of strokes occur in people over the age of 65, it can strike at any age, with 25% occurring in people under the age of 65.



Sessional Vaccinators

Shingles, RSV, Flu, Covid19 and pneumococcal clinics

“Public Health Agency (PHA) are currently accepting requests for sessional vaccinator support for shingles, RSV and pneumococcal vaccination clinics to be held in January, February and March 2026. They will also be recruiting and training new sessional vaccinators during the remainder of 2025 and into early 2026, so that they can support more vaccination clinics. If you are aware of anyone who would like to join our bank of sessional vaccinators, this will shortly be advertised on the HSCNI Jobs website.



Seasonal influenza vaccination programme

Every year the Chief Medical Officer in Northern Ireland issues a letter outlining the seasonal influenza vaccination programme in Northern Ireland, available at [HSS\(MD\) Letters and urgent communications | Department of Health](#).

The seasonal flu vaccine programme aims to provide protection to those at higher risk of influenza associated morbidity and mortality, and to reduce transmission of infection to all age groups.



Shingles vaccination

The routine shingles (herpes zoster) vaccination programme commenced in Northern Ireland in 2013 and was initially offered to older adults (based on age). Eligibility for shingles vaccination has expanded to include older adults and younger immunocompromised adults (based on age) following the introduction of a non-live shingles vaccine, Shingrix®, on 1st September 2023.

The aim of the shingles vaccination programme is to reduce the incidence and severity of shingles disease. Reporting on the shingles vaccination programme is by programme year, which runs from 1st September to 31st August. Further information on [shingles vaccination, including eligibility, can be found on NI Direct](#).



MBS WORKLOAD STATISTICS

NOVEMBER 2025

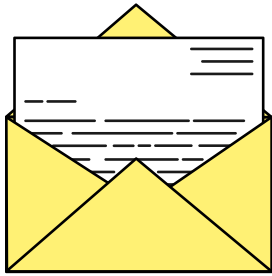


DID NOT ATTEND APPOINTMENTS

185

These are appointments that have been booked and the patient did not attend. The appointment was not refill and therefore wasted.

ADMINISTRATION TASKS



2,311

Hospital letters
actioned by
Practice staff



5,326

Prescriptions
Issued



16,087

General Admin
Tasks by Clinical
and Admin Team



2,380

Patient Results
Reviewed

TRIAGE STATISTICS



45

Patient Home
Visits by a GP



3,645

Face to Face
Appointments



2,492

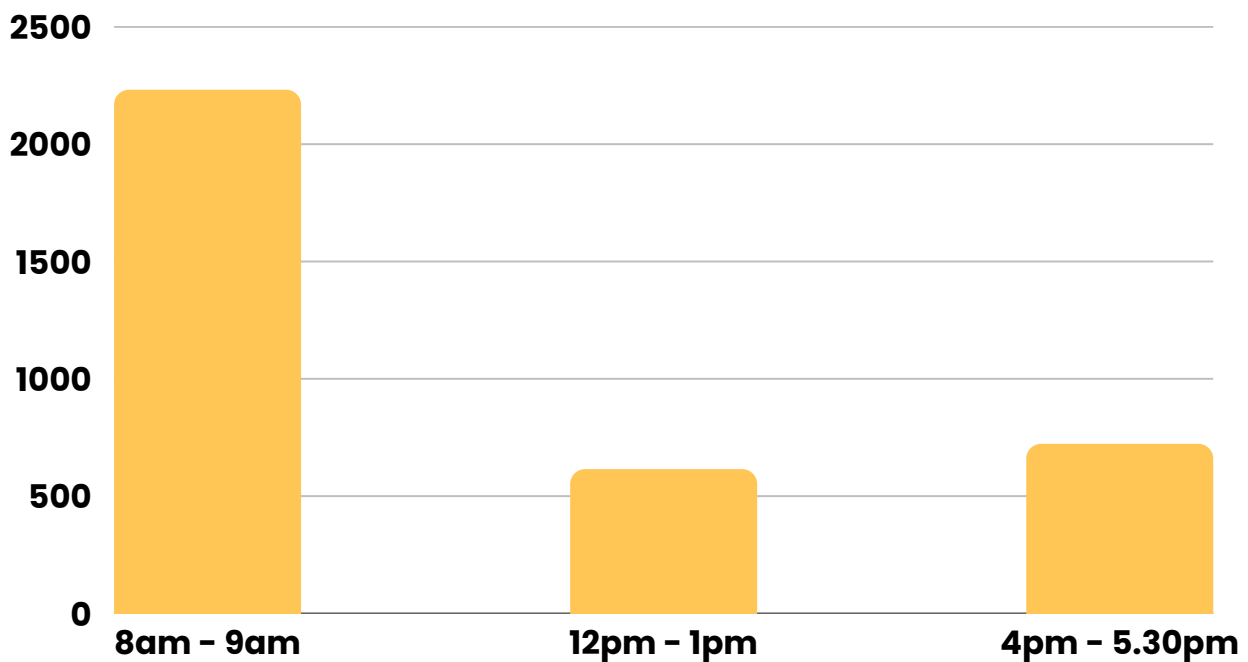
Triage call back to
Patients

INCOMING TELEPHONE CALLS TO THE PRACTICE

8,518



AVERAGE HOURLY CALLS RECEIVED



AVERAGE PATIENT WAIT TIME IN A TELEPHONE QUEUE



1 minutes 04 seconds

Connect North can connect you to beneficial services and supports within your community to address your practical, social or emotional needs.

Come along to a Connect North Drop-in session:

Larne Library

Monday 3rd November from 10am to 12 noon

Broughshane Library

Tuesday 11th November from 10:30am to 12:30pm

Carnlough Library

Thursday 20th November from 10am to 12 noon

Carrickfergus Library

Monday 1st December from 10am to 12 noon

Greenisland Library

Monday 8th December from 10am to 12 noon

Whitehead Library

Tuesday 16th December from 10:30am to 12:30pm

You can also contact your local Connect North Link Worker who will be happy to help.

Darryn Rea

 **078 5527 0787**  **ConnectNorthLW.MEA@ageni.org**

Find us on  and  **@ConnectNorthSP**

You must be over 18 years of age and live in the NHSCT area.

PRACTICE LEARNING EVENT

An outline of a recent learning event completed by the practice. This was based on feedback received from a patient on their experience with the practice. This information was actioned and shared with the practice team.



what did we do?

At the weekly Admin meeting, staff assessed why the patient was unable to speak to a staff member and suggested what could be done to make it easier for patients to speak to a staff member when the surgery doors are closed in future.

event outcomes

A sign has been placed on the front doors to advise patients the surgery is closed between 1pm - 2pm. A telephone number for the emergency line has been displayed for those who require urgent medical attention during this hour.



Patient Event Description

After recently attending the practice, a patient returned to reception requesting advice. The practice doors were closed and the patient did not have a way to contact staff with their medical advice request. The patient ended up seeking advice from an alternative source as no one was available to speak to them at the time.

Please note: the surgery is closed between 1pm - 2pm for lunch. An emergency line is available for urgent and emergency symptoms that cannot wait until our telephone lines reopen.





NAME CHANGES

Patients who wish to be known by an alternative name can inform reception staff.

This information will be added to your medical records as a reminder to staff however, if your name is not legally changed, practice staff are unable to amend records permanently.

Names changed legally by Deed Poll, marriage or divorce can be amended on the practice system with a copy of the name change certificate.

A patient must be registered at the practice with their legal name

TRIAGE

Triage runs daily from 8.30am until 10.30am unless capacity has been reached. This service is an "on the day" service and is available for any symptom related issues. Once triage has closed for the day, the service deals with urgent and emergency symptoms that CANNOT wait until the next day.

EMAIL

Our practice email address, reception.z00382@gp.hscni.net is available for non urgent, non symptom related queries or information. This email is monitored Monday - Friday 8.30am - 5.30pm. GP requested photos cannot be accepted via this service and any triage related issues will be declined.

PRESCRIPTIONS

Prescriptions can be ordered up to 1 week in advance. Patients are asked to wait up to 3 working days before collecting their medication at their nominated pharmacy. Patients can register for online patient services for online ordering. The same 72 hour protocol applies. Patients who wish to request a new medication must go through triage for GP approval.

Available
in Public
Libraries

Free Period Products

The nearest library is:

Whitehead Library
Edward Road
Whitehead
BT38 9QB

Opening Hours: Tues 10am-1pm & 1.30pm-7pm
Wed, Fri, Sat 10am-1pm & 1.30pm-5pm

For more information including locations please visit
nidirect.gov.uk or myperiod.org.uk

Scan to download the
PickupMyPeriod App



iOS



Android



The
Executive Office
www.executiveoffice-ni.gov.uk

libraries 
www.librariesni.org.uk

Agewell

Mid & East Antrim
Partnership

Mid and East Antrim Agewell, Broughshane House, 70 Main Street, Broughshane, BT42 4JW
02825 658604

www.meeap.co.uk/impactagewell

Mid and East Antrim Rapid

Rundown

Agewell once again hosted a successful Rapid Rundown event which played host to twenty organisations presenting in just two minutes each! This online event

showcased the amazing variety of support there is available in Mid and East Antrim for Older People. You can watch the video by visiting

www.meaap.co.uk/rapidrundown



Join us for a fast-paced, one-hour online event packed with useful insights from 20 local organisations supporting older people in the Ballymena, Carrickfergus and Larne areas. Each group gets just 2 minutes to share what they do, giving you a quick-fire overview of services and support available in your community.

Register now: www.meaap.co.uk/rapidrundown or call Agewell on 028 2565 8604

Volunteer Power!

Behind the scenes, our Volunteer Coordinator Ellen Nixon meets regularly with volunteers for one-to-one support, ensuring they feel encouraged and valued. Each volunteer brings their own unique skills, life experiences, and passions and together, they create an incredible impact. From offering a listening ear to lending a helping hand, our volunteers brighten the lives of older people every single day. If you would like information about volunteering at Agewell, contact Ellen on 028 25658604 or email ellen.nixon@meaap.co.uk

REGISTERING FOR ONLINE PATIENT SERVICES

Registering for Online Patient Services allows patients to order prescriptions and request a triage slot, any morning from 8.30am until capacity is reached. If you would like to register for patient services, please email your request to: reception.z00382@gp.hscni.net to receive log in details.

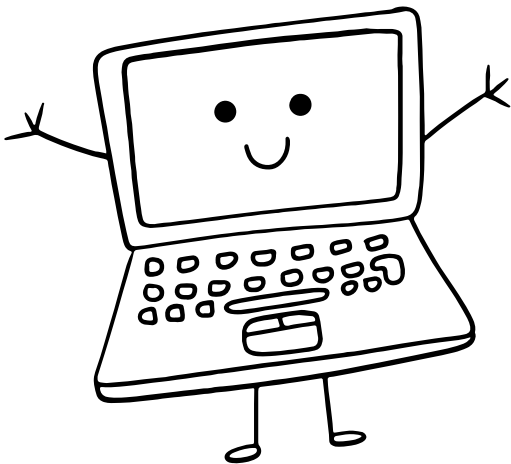
This service is hosted by a 3rd party. Any difficulties experienced can be addressed using their support helpline, accessible via the patient online services website.

We currently have approximately 5.8k patients registered and actively using patient services.

Triage call back slots are available online from 8.30am any morning, allowing patients to add triage information and receive a call back from a member of the practice team. Triage moves to an emergency only service at 10.30am or before if capacity has been reached.

Patients are urged to use the on-line facilities, which helps to support easier access for those patients who can only access our services by telephone.

A patient services user guide can be found on our website within the 'Patient Facing Online Service' heading. This includes a step by step guide on how to navigate the service in detail.



Did you know?

Children can be registered for their own patient services account using their parents email.

