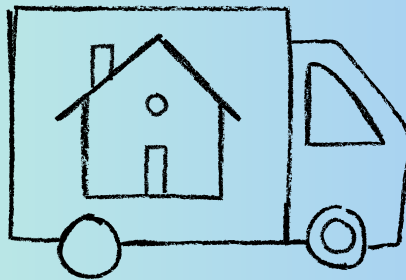


# Meadowbridge

# SURGERY

## Monthly Newsletter May 2026

### OUR EMIS MOVE: THIS MONTH!



### BANK HOLIDAY CLOSURES:

Monday 4<sup>th</sup> May and Monday  
25<sup>th</sup> May. For any urgent issues  
that cannot wait, please  
contact Dalriada Urgent care  
on 028 2566 3500

[WWW.MEADOWBRIDGESURGERY.CO.UK](http://WWW.MEADOWBRIDGESURGERY.CO.UK)

# EMIS MOVE: THIS MONTH- MAY 2026

[WWW.MEADOWBRIDGESURGERY.CO.UK](http://WWW.MEADOWBRIDGESURGERY.CO.UK)

THE PRACTICE WILL HAVE **NO COMPUTER ACCESS** DURING  
**FRI - MON 8TH-11TH MAY 2026 .**

A NEW COMPUTER OPERATING SYSTEM WILL 'GO LIVE' ON  
TUESDAY 12 MAY.

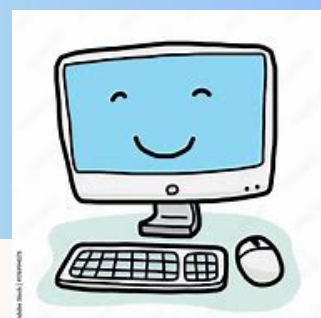
PATIENTS ARE ASKED TO PRE-ORDER PRESCRIPTIONS DUE  
DURING THIS PERIOD BEFORE THURSDAY 7TH MAY.

PATIENTS WILL HAVE **NO ACCESS** TO ONLINE PATIENT  
SERVICES BETWEEN 8TH-17TH MAY INC.

WE HAVE 6000 PATIENTS TO MANUALLY RE-REGISTER FOR  
ONLINE PATIENT SERVICES SO PLEASE ONLY CONTACT  
RECEPTION WHEN YOUR MEDICATION IS NEXT DUE AND  
YOU WILL BE ISSUED WITH LOG IN DETAILS TO THE NEW  
ONLINE PATIENT SERVICES SITE.

WE WILL BE RUNNING A REDUCED APPOINTMENT SERVICE  
FOR AT LEAST 5 WORKING DAYS AFTER GO LIVE TO  
SUPPORT THIS CHANGE.

PLEASE SUPPORT OUR TEAM WITH YOUR PATIENCE AND  
UNDERSTANDING AS WE LEARN A NEW IT OPERATING  
SYSTEM.



# MEADOWBRIDGE SURGERY: MORE EMIS MOVE DETAILS

**TO FACILITATE** THE PRACTICE HAVING NO COMPUTER ACCESS ON FRI 8TH & MON 11TH MAY WE WILL BE OPERATING AN EMERGENCY ONLY TRIAGE SERVICE ON THESE 2 DAYS. NO OTHER QUERIES OR REQUESTS WILL BE ACCEPTED UNTIL WEDNESDAY 13TH MAY 26.

YOU WILL BE UNABLE TO ORDER PRESCRIPTIONS OR CONTACT US REGARDING ROUTINE QUERIES AS WE WILL HAVE NO ACCESS TO YOUR ONLINE PATIENT RECORD.

THE PHONE LINES WILL OPERATE FOR EMERGENCY MEDICAL SYMPTOMS ONLY

FOLLOWING OUR 'GO LIVE' DAY ON 12TH MAY; WE WILL BE OPERATING ON A REDUCED CAPACITY.

PLEASE BE PATIENT WITH OUR STAFF AS WE WORK TOGETHER TO NAVIGATE THIS CHANGE

PLEASE ENSURE YOUR MEDICATION IS ORDERED BEFORE FRIDAY 8TH MAY



**IMPORTANT  
INFORMATION**



# SPRING COVID VACCINATION DETAILS

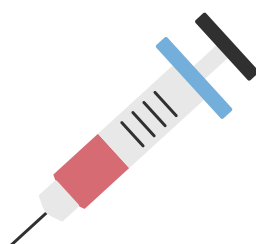
## *Spring 2026 - Covid Vaccination*

The spring vaccination programme is available for eligible patients from 20 April 2026 to end of June 26.  
Book your appointment at the practice now.



**Covid Spring Booster link**

**<https://www.nidirect.gov.uk/articles/covid-19-vaccine>**



# MEADOWBRIDGE SURGERY LATEST NEWS/UPDATES : MAY 2026

Meadowbridge Surgery hosts and trains 4th and 5th year Queens University Belfast medical students. You may be offered an appointment with these students. One of our own Practice GPs will supervise the student appointments and you will be advised and asked to consent if this is to be the case.

**Reminder to allow 72 working hours for prescription requests to be completed and to reach your nominated chemist.**

We have a table in reception for donations of knitted baby hats for hospitals: we have had feedback from the hospital team who are very grateful for your donations, and have asked for full term baby hats also to be provided in pink or blue if possible as Antrim have now ran out! Knitting patterns, wool and needles are available on the table.



# INFORMATION FROM LYNN AND JULIE

## reminder

Lynn Martin, our practice nurse would like to advise patients coming for a smear appointment that they will be asked for the date of the first day of their last period prior to the smear being performed. 😊



**Julie Weir, our health care assistant has outlined the importance of improving and protecting mental health:**

**Like physical health, mental health can be maintained and improved through self-care and professional support, such as therapy or medication, which can lead to recovery.**

**Contact numbers for help: Mindwise charity 02890402323  
Aware NI (working exclusively with depression and bipolar disorder) Action Mental Health, New Horizon Antrim  
02894428081**

**Lifeline, which is a crisis response helpline to everyone in NI  
0808 808 8000**

**Your GP is also a point of contact.**

# INFORMATION FROM, GILLIAN, OUR ADVANCED NURSE PRACTITIONER

Diabetes UK walking challenge starts July 1-30 September.  
There are many health benefits not just diabetes... further information can be seen below inc fundraising if you want to sign up for that added commitment.



— JOIN THE —

## DIABETES UK

### WALK CHALLENGE 2026!

STEP UP FOR A HEALTHIER YOU!

**BENEFITS OF WALKING FOR EVERYONE:**

-  BOOSTS FITNESS
-  BURNS CALORIES
-  IMPROVES MOOD
-  REDUCES STRESS
-  SUPPORTS HEART HEALTH
-  GOOD FOR JOINTS

**SIGN UP & START WALKING!**

[www.diabetes.org.uk/walkchallenge](http://www.diabetes.org.uk/walkchallenge)  
[www.justgiving.com/diabetesukwalk2026](http://www.justgiving.com/diabetesukwalk2026)

**GET INVOLVED & FUNDRAISE FOR A GREAT CAUSE!**

# INTERNATIONAL NURSES DAY - TUESDAY 12<sup>TH</sup> MAY

INTERNATIONAL NURSES DAY 2026 WILL BE CELEBRATED ON TUESDAY, MAY 12TH, WITH THE THEME "OUR NURSES. OUR FUTURE. EMPOWERED NURSES SAVE LIVES."

INTERNATIONAL NURSES DAY IS OBSERVED ANNUALLY ON **MAY 12TH**, THE BIRTHDAY OF FLORENCE NIGHTINGALE, THE FOUNDER OF MODERN NURSING. IN 2026, IT FALLS ON **TUESDAY, MAY 12TH**. THE DAY HONORS THE CRITICAL ROLE NURSES PLAY IN HEALTHCARE WORLDWIDE, RECOGNIZING THEIR DEDICATION, HARD WORK, AND IMPACT ON PATIENT HEALTH, OFTEN UNDER CHALLENGING CIRCUMSTANCES.

WE WOULD LIKE TO GIVE A MASSIVE THANKS TO OUR HARD WORKING NURSES AT MEADOWBRIDGE SURGERY AND TO ELAINE, OUR TREATMENT ROOM NURSE AND GILLIAN OUR ADVANCED NURSE PRACTITIONER FOR ALLOWING US TO SHARE THEIR PICTURES BELOW 😊



# ONLINE PATIENT SERVICES



## IS CHANGING!

We are switching to a new clinical IT system this month! On 12th May 2026!

### **What does that mean for me?**

You will no longer be able to order repeat prescriptions from Wednesday 6<sup>th</sup> May after 5.30pm.

### **What do I need to do?**

You will need to re-register for an online account to order prescriptions.

We will contact you by email after 12<sup>th</sup> May or we can re-set you up for online prescriptions on Emis when you order your next prescription after 12<sup>th</sup> May 26 by telephone.

You will be provided with:

- 1) Information on how to register for the new online prescription service
- 2) New login details

**Please check your emails and spam folders.**



# PATIENT CONSENT



## Accessing GP services for someone else, with consented access

GP surgeries can give someone secure access to another patient's GP services, so they can help them manage their health and care.

This is sometimes called consented access or third party access.

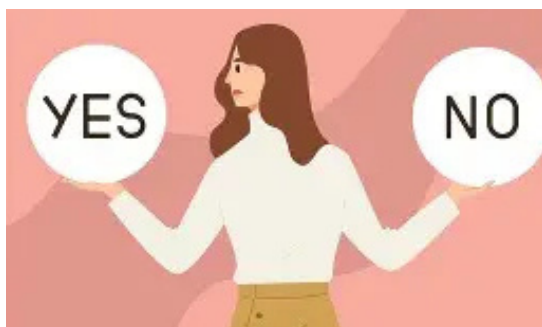
You can ask to be proxy, to help someone else with their prescriptions, appointments or other GP services: Just complete a consent form from our reception, or they can be found on our website.

Our consent form grants permission for both clinical and administrative staff within Meadowbridge Surgery to speak to another on your behalf. This may include relatives, friends, carers, etc. We therefore request that you complete this form appropriately and return it to Meadowbridge Surgery where a copy will be filed within your medical record for future reference.

## Withdrawal of your Consent

This withdrawal form removes any previous permission granted for both clinical and administrative staff within Meadowbridge Surgery to speak to another on your behalf. We therefore request that you complete this form appropriately and return it to Meadowbridge Surgery where a copy will be filed within your medical record for future reference.

Please note, any young person over the age of 16 requires written consent for a family member or friend to access and help manage their health and care.



# STROKE AWARENESS MONTH

## May 2026

**Stroke Awareness Month takes place every May to raise awareness of the devastating impact of stroke. It also highlights the importance of providing vital support for stroke survivors and those who care for them.**

Every day in May, another 240 people will face the life-changing impact of a stroke. A stroke can change a life in seconds, leaving survivors unable to walk, speak, or live independently.

Stroke is a medical emergency that requires immediate attention as every minute is vital. If you experience or spot any of the below, don't wait. Call 999 straight away.

### How to identify a stroke

The FAST acronym (Face, Arms, Speech, Time) is a test to quickly identify the three most common signs of stroke.

- Face weakness: Can the person smile? Has their mouth or eye drooped?
- Arm weakness: Can the person raise both arms fully and keep them there?
- Speech problems: Can the person speak clearly and understand what you say? Is their speech slurred?
- Time to call **999**: if you see any one of these signs.

**If you spot any one of these stroke signs, Act FAST and call 999 now.**



**Facial**  
weakness



**Arm**  
weakness



**Speech**  
problems



**Time**  
to call 999

STROKE SUPPORT HELPLINE:  
0303 3033 100

# MENTAL HEALTH AWARENESS WEEK 2026 – 11-17 MAY



## What is Mental Health Awareness Week?

**Mental Health Awareness Week** is an annual event in the UK dedicated to raising awareness of mental health and promoting mental wellbeing for all. Organised by the Mental Health Foundation, the week provides an opportunity to reflect on mental health, spark conversations, and support those experiencing mental health challenges. Each year, a specific theme is chosen to focus attention on aspects of mental health.

## Why is this week important?

Mental health is important to everyone – it's estimated that around 1 in 4 people in England will experience a mental health issue at some point in their life. Mental Health Awareness Week is vital because it shines a spotlight on mental health, encouraging open conversations, reducing stigma, and promoting wellbeing. It's an opportunity for individuals, communities, and organisations to come together, share stories, and advocate for better mental health support.

## How can I get involved in Mental Health Awareness Week?

You can get involved in many ways! Share our mental health resources or lived experience stories on social media using the event's hashtag, attend events or workshops, or organise activities to promote mental wellbeing in your community. We often create free resources and toolkits to help spread the word, and you can use this time to share your own experiences with mental health as a way to foster more open conversations. If you're able, you can also donate to support our mission to provide people with the tools they need to live their best possible life at home, school and work.

[www.mentalhealth-uk.org](http://www.mentalhealth-uk.org)



# World Hygiene Day 2026

## #handhygiene

### May 2026: SAVE LIVES: Clean Your Hands

Health care-associated infections (HAIs) continue to be a daily potential threat to patients in every hospital and clinic, including during public health emergencies. HAIs contribute to the antimicrobial resistance (AMR) burden, cause immense suffering to patients, families and health workers, can cause premature death and disability, result in higher health care costs, and hamper efforts to achieve high-quality care for all. A substantial proportion of avoidable infections acquired during health care delivery could be prevented if hand hygiene and other infection prevention and control (IPC) actions were taken at the correct times. IPC and hand hygiene action provide a high return on investment within health system expenditure and have a significant positive effect on health outcomes for all countries. Hand hygiene and IPC best practices are compromised by a substandard-built environment, including where inadequate provision of clean water, lack of effective sanitation, waste management and hygiene exist. Inadequate provisions and the impact on best practices also compromise equity and the dignity of those providing and receiving care. Action to achieve effective hand hygiene is more critical than ever.

Where tap water is not available, water “flowing” from a pre-filled container with a tap is preferred. Where running water is available, the possibility of accessing it without needing to touch the tap with soiled hands is preferable. When bar soap has to be used, small bars of soap in racks that facilitate drainage should be made available. Performing effective hand drying with a single-use towel (paper or cloth) is preferred. Providing alcohol-based handrubs, including those locally produced to the WHO standard, is known to be acceptable and well tolerated by health and care workers. It is affordable and supports action at the point of care when well placed, safety mounted and reliably stocked.



# Dementia Action Week - May Alzheimer's Society 2026

Dementia Action Week 2026 will take place from Monday, May 18 to Sunday, May 24, focusing on raising awareness and supporting people affected by dementia in the UK.S.

Dementia Action Week is an annual campaign led by the **Alzheimer's Society** that encourages individuals, communities, and organizations to take action to improve the lives of people living with dementia, challenge stigma, and foster a dementia-friendly society. Each year, the campaign highlights a specific theme, such as early diagnosis, care services, or support for families, aiming to educate the public, influence policy, and drive positive change.

1 in 3 people in the UK living with dementia do not have a diagnosis

This year, Dementia Action Week is joining forces with the Forget Me Not Appeal, our flagship fundraising campaign.

Share your Forget Me Not story at; [www.alzheimers.org.uk/get-involved/dementia-action-week](http://www.alzheimers.org.uk/get-involved/dementia-action-week)

Our Forget Me Not is a visible reminder that it's only together we can beat dementia – by giving vital support to those who need it, funding ground-breaking research, and campaigning to make dementia the priority it should be.

Tell us the story behind why you wear your Forget Me Not and we will share it to our story wall.



# MEADOWBRIDGE SURGERY ONLINE

Practice  
Website  
Views  
**18,720**



Newsletter  
Subscriptions  
in April  
**18**

**TOTAL** Newsletter Subscriptions

**797**

**SIGN UP** to our newsletter at the bottom of our website by adding your name and email to receive the newsletter automatically to your inbox each month.

## 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

# IMPACT AGEWELL AT MEADOWBRIDGE



IMPACT Agewell

IMPACTAgewell is offered through Meadowbridge Surgery which involves an IMPACTAgewell® Officer who will call out to your house for a few visits to have conversations about your health and wellbeing and discuss any additional services or support that might be available to help you, in addition to those currently offered by the GP practice.

Go to <https://www.meadowbridgesurgery.uk/impact-community-support/> to complete a self referral form which can be sent to MEAAP, 18 Queen Street, Ballymena BT42 2BD or left at our reception and we will forward on.

## **Become a Befriending Volunteer with Agewell**

Giving one simple hour of your time a week can change a life – and yours too.

Agewell's Building Flourishing Friendship ( BFF) befriending volunteers offer companionship to local older people in their own homes in the Mid & East Antrim Borough Council area , helping to reduce loneliness and bring warmth, conversation and connection. It's just one hour a week, spent chatting, sharing stories, or enjoying a cup of tea together.

Volunteers can visit on their own or in pairs / as a couple , making it a flexible and rewarding way to give back. No special skills are needed – just time, kindness and a willingness to listen. This new year, new start could mean so much to an older person who may be feeling really isolated. Your visit can become the highlight of their week.

Start the year by making a real difference. Become a Befriending volunteer and help turn an hour of your time into lasting companionship.

For further information contact Ellen (our Volunteer Coordinator at Agewell) or request a volunteer application pack sent out to you today  
Tel: 028 2565 8604



**Email: [Ellen.Nixon@meaap.co.uk](mailto:Ellen.Nixon@meaap.co.uk)**

# MBS WORKLOAD STATISTICS

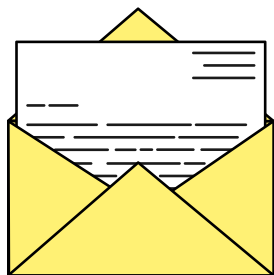
APRIL 2026

## DID NOT ATTEND APPOINTMENTS

**151**

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

## ADMINISTRATION TASKS



**2,415**

Hospital letters  
actioned by  
Practice staff



**5,796**

Prescriptions  
Issued



**19,337**

General Admin  
Tasks by Clinical  
and Admin Team



**2,584**

Patient Results  
Reviewed

## TRIAGE STATISTICS



**21**

Patient Home  
Visits by a GP



**3,959**

Face to Face  
Appointments



**2,120**

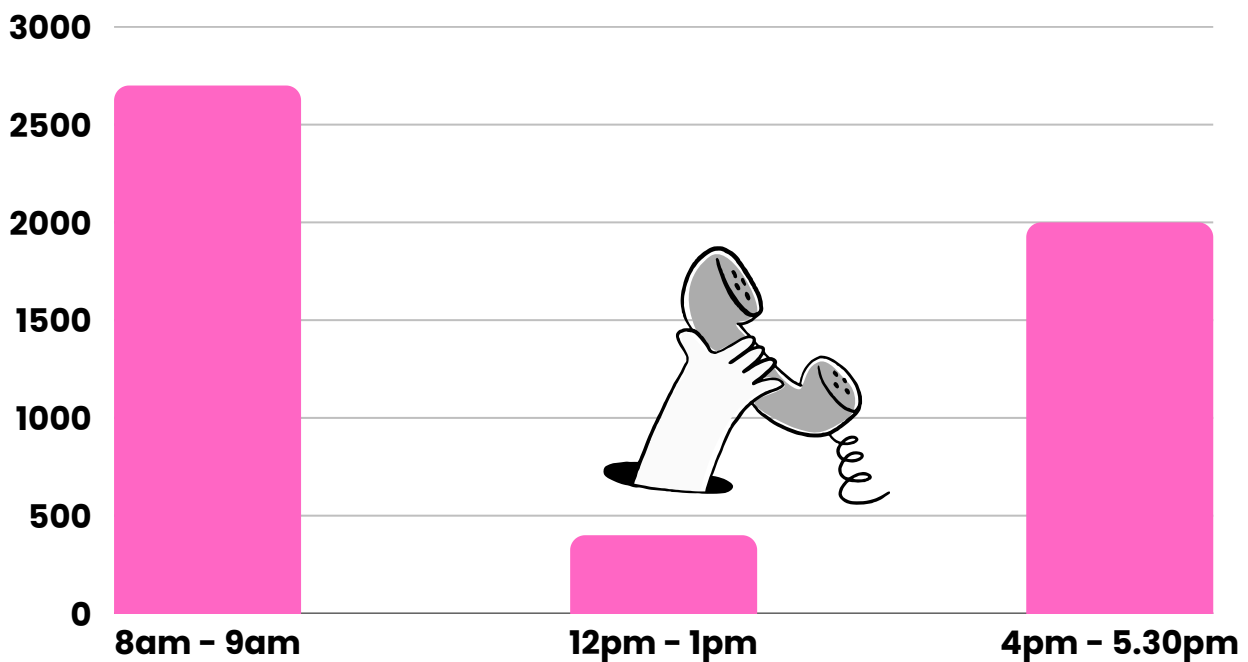
Triage call back to  
Patients

## INCOMING TELEPHONE CALLS TO THE PRACTICE

# 22,812



## AVERAGE HOURLY CALLS RECEIVED



## AVERAGE PATIENT WAIT TIME IN A TELEPHONE QUEUE



# 2 minutes 45 seconds