



Wells Health Centre
www.wellshealthcentre.co.uk



Providing NHS services

**WELLS HEALTH
CENTRE
AUTUMN 2025
NEWSLETTER**



**CHANGES TO OUR GP TEAM – A WARM WELCOME
AND A FOND FAREWELL**

First, we're delighted to announce that Dr Anna Putnis will be returning to Wells Health Centre as a GP Partner. She will be starting in December working 7 sessions a week. Some of you may remember Dr Putnis who worked with us last year to cover maternity leave. We look forward to welcoming her back.

At the same time, **we'll be saying goodbye to Dr John Machling**, who will be leaving the practice at the end of November 2025. Dr Machling has said

"After 11 years associated with Wells Health Centre, both as GP in training and GP Partner, I am very sad to be leaving. It has been a privilege to meet and care for the many patients I have encountered in that time."

Dr Machling has been a much-valued part of the team, and we know many of you will join us in thanking him for the care, compassion, and dedication he's shown over the years. We wish him well in his next GP Practice.



CHRISTMAS AND NEW YEAR OPENING HOURS

Please see below for our opening hours over the festive period:

CHRISTMAS EVE—Wednesday 24th December—08:00-18:30

CHRISTMAS DAY —Thursday 25th December—CLOSED

BOXING DAY—Friday 26th December—CLOSED

Saturday 27th December—CLOSED

Sunday 28th December—CLOSED

Monday 29th December—08:00-18:30

Tuesday 30th December—08:00-18:30

NEW YEARS EVE—Wednesday 31st December—08:00-18:30

NEW YEARS DAY—Thursday 1st January—CLOSED

Friday 2nd January—08:00-18:30



**IF YOU NEED MEDICAL ADVICE WHEN WE ARE CLOSED, PLEASE CALL
111 OR 999 IF IT IS A MEDICAL EMERGENCY**

WHO'S INVOLVED IN YOUR URGENT CARE APPOINTMENT

When a GP is working in the urgent care team, they are supported by experienced colleagues to make sure every patient is assessed and cared for appropriately.

The team includes:

- Tom and Teona – our Paramedics
- Juliet and Thea – our Advanced Nurse Practitioners (ANPs)

Together, this team triages all urgent appointment requests and decides the most suitable way to help. This might be:

- A same-day face-to-face appointment
- A telephone consultation
- Advice on self-care or pharmacy support
- Or arranging follow-up care when needed

The number of requests we receive each day can vary, and the GP responsible for urgent care will triage each request carefully and allocate it to the most appropriate clinician on the team.

**DO WE HAVE YOUR UP TO DATE CONTACT DETAILS? IF ANYTHING CHANGES,
PLEASE UPDATE YOUR DETAILS USING THE FORM ON OUR WEBSITE**

APPOINTMENTS EXPLAINED – HOW WE CARE FOR YOU AT WELLS HEALTH CENTRE

At Wells Health Centre, we understand that everyone's healthcare needs are different — and we're committed to offering a range of appointment options that help us care for you in the most effective and convenient way.

We also believe that continuity of care is important, especially when you're dealing with ongoing or more complex health concerns. That's why we aim to make it easier for you to see the same GP when needed, particularly for follow-up appointments.

APPOINTMENT TYPES WE OFFER

Our GPs offer a variety of appointments to suit your needs:

- Routine face-to-face appointments – for matters that require an in-person examination or conversation
- Routine telephone appointments – for issues that can be discussed without coming into the practice
- Urgent same-day care – for problems that need attention on the day, but are not medical emergencies

NEW: REQUEST ROUTINE APPOINTMENTS ONLINE

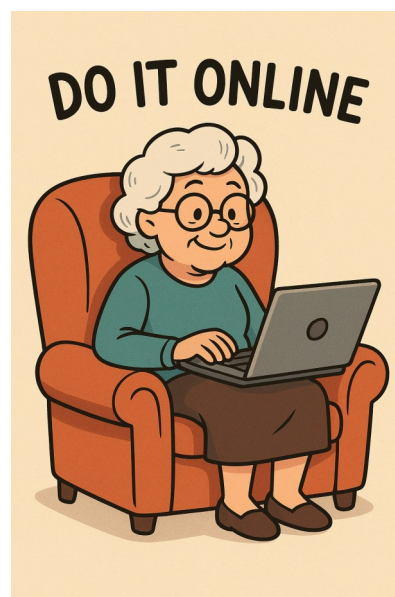
In line with recent NHS contract changes, patients of Wells Health Centre can now request a routine appointment online via our website.

This service is for **non-urgent appointments only**. You can submit a short form requesting:

- A routine face-to-face or telephone appointment
- Your preferred day, and whether you'd like morning or afternoon

Our team will then review your request and send you a message confirming the date and time of the next available appointment booked for you.

This new option is designed to make it easier to book an appointment without needing to call the practice — especially for those who find it more convenient to request appointments outside of phone hours.



OCCASIONALLY, APPOINTMENTS MAY BE CANCELLED

Like many workplaces, there are times when our staff are unexpectedly absent due to illness or emergencies. When this happens, we always do our best to cover appointments internally, so that you don't experience delays in your care.

Unfortunately, it's not always possible to cover every appointment. In those cases, we will contact you as soon as possible to let you know and help you reschedule.

We understand this can be frustrating, and we truly appreciate your patience and understanding. Please be assured that we do everything we can to minimise disruption and avoid unnecessary waits

BOOKING AN APPOINTMENT

Our reception team are trained to help guide you to the right appointment. When you contact us, they may ask a few brief questions to ensure you receive the most appropriate care as quickly as possible.



THE IMPORTANCE OF VACCINES

Vaccines are important because they prevent serious and potentially deadly diseases by training the immune system to recognize and fight them off, protecting both individuals and communities. They are a highly effective public health tool that has saved millions of lives, prevented countless illnesses, and helped eradicate diseases like smallpox and nearly eradicate polio. Vaccination also helps prevent the spread of infectious diseases, which protects vulnerable people like young children, the elderly, and those with weakened immune systems.

For more information, visit: www.nhs.uk/vaccinations/why-vaccination-is-important-and-the-safest-way-to-protect-yourself/

WINTER COLDS AND COVID

As we head into the colder months, colds, flu, and COVID-19 become more common. Most of us will recover well at home with simple self-care, but it's also important to know when to seek medical advice.

SELF-CARE AT HOME

For most mild cold or COVID symptoms, you can manage your recovery with:

- Rest – give your body time to recover.
- Fluids – drink plenty of water to stay hydrated.
- Paracetamol or ibuprofen – to ease aches, sore throat, and fever.
- Good hygiene – cover coughs and sneezes, wash hands regularly, and stay at home if you're unwell to help protect others.

COVID-19 symptoms can be similar to a cold or flu and may include a cough, sore throat, runny nose, tiredness, fever, or loss of taste/smell. You don't need a test to confirm it, but you should try to **stay at home if you're feeling unwell** to avoid spreading it.

WHEN TO CONTACT YOUR GP

You should contact the practice or seek medical advice if:

- Symptoms are not improving after 7–10 days
- You have a very high temperature or feel very unwell
- You feel short of breath, or your breathing is getting worse
- You're coughing up blood or have chest pain
- You feel dizzy, confused, or unusually tired
- You have a long-term health condition (like asthma, diabetes, or heart disease) and symptoms are affecting it

Take care of yourself and each other – and remember, looking after your health starts with the small things.

More information on Self Care can be found on the NHS website: www.NHS.co.uk



WHY ARE LONG-TERM CONDITION REVIEWS IMPORTANT?

If you have a long-term health condition – such as **asthma, diabetes, high blood pressure, heart disease**, or another ongoing issue – you may be invited to attend a **review appointment with one of our practice nurses**.

These reviews are an important part of keeping you well.

WHAT'S THE PURPOSE OF THE REVIEW?

- Check how you're doing: We'll talk about how you've been feeling, whether your symptoms are under control, and if anything has changed.
- Review your medication: Making sure you're on the right treatment, at the right dose, and that you understand how and when to take it.
- Pick up problems early: Regular reviews help spot early warning signs before they become more serious.
- Offer support: You can ask questions, raise concerns, and get advice on lifestyle changes, self-care, or other support services.

EVEN IF YOU FEEL WELL...

Many long-term conditions can change over time without obvious symptoms. A review helps make sure everything is still on track, even if you're not noticing any problems.

WHO WILL I SEE?

You'll usually see one of our trained practice nurses, who specialise in managing long-term conditions. They work closely with your GP and can refer you for further care if needed.

If you receive an invitation, please do book your appointment – it's a vital part of your care, and we're here to help you stay as well as possible.

BOOST YOUR DIGITAL SKILLS WITH LEARN MY WAY – FOR FREE!

Did you know that 7.5 million working-age adults in the UK lack the digital skills needed for work, and 8.5 million are missing even the most basic skills?

Learn My Way is a free online platform designed to help people build confidence and gain essential digital skills—from using the internet to managing everyday tasks online. Whether you're just getting started or looking to brush up, Learn My Way is here to support you every step of the way.

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