MANDALAY MEDICAL CENTRE

WINTER NEWSLETTER 2026/2027

Keeping our community healthy this winter

Dear Patients,

Welcome to the winter edition of the Mandalay Medical Centre newsletter. As the colder weather arrives, we are sharing helpful health advice, practice reminders and information to help you and your family stay well over the winter months.

From everyone at the surgery, thank you for your continued support. We wish you a happy, healthy and safe winter.

IN THIS ISSUE - Winter wellbeing **–** Vaccinations **-** Minor illness advice **–** Prescriptions **-** Festive opening hours

1. Staying well this winter

Keep warm. Wear layers when going outside and keep your home comfortably warm. Check in on older or vulnerable relatives, friends and neighbours.
Eat well and stay hydrated. Aim for regular, balanced meals with fruit and vegetables, and remember to drink fluids throughout the day.
Keep active. Gentle activity, such as a short walk when it is safe to do so, can support both physical and mental wellbeing.
Help prevent infections. Wash your hands regularly, use tissues when coughing or sneezing, and avoid close contact with others when you are unwell.

2. Winter vaccinations

Vaccinations help protect people who are more likely to become seriously unwell. Depending on your age and circumstances, you may be eligible for seasonal flu, COVID-19 or RSV vaccination.
If you believe you are eligible and have not yet had an offered vaccination, please check the latest NHS guidance or contact the surgery for advice. Eligibility and arrangements can change.

3. Coughs, colds and winter bugs

Many common colds and minor respiratory infections improve with time and can be managed at home. Rest, drink plenty of fluids and ask a pharmacist for advice about suitable over-the-counter treatments.
Seek medical advice if symptoms are getting worse, you are concerned, or you have a condition that puts you at greater risk.
Contact NHS 111 for urgent medical advice when the practice is closed or when you are unsure what to do. **Call 999 for a life-threatening emergency.**

4. Choosing the right service

Using the most appropriate service can help you get the care you need promptly.

Service	When to use
GP surgery	Ongoing health concerns, routine appointments, reviews and medication queries.
Community pharmacy	Advice and treatment for many minor illnesses. Ask about the NHS Pharmacy First service.
NHS 111	Urgent medical help when you need advice and it is not a life-threatening emergency.
999 / A&E	Life-threatening emergencies or serious injuries.

5. Repeat prescriptions

Please help us keep your medicines on track over the festive period:

- Order repeat prescriptions in good time and allow at least 5 working days, unless the surgery has advised you otherwise.
- Check that you have enough regular medication before weekends and bank holidays.
- If you are travelling, make sure you have an adequate supply.
- Please do not wait until you have run out before requesting a repeat prescription.

6. Christmas and New Year opening hours

Date	Opening hours
Christmas Eve	08.00am – 18.30pm
Christmas Day	CLOSED
Boxing Day	CLOSED
Sunday 27th December	CLOSED
Monday 28th December	CLOSED
Tuesday 29th December	08.00am – 18.30pm
Wednesday 30th December	08.00am – 18.30pm
New Years Eve	08.00am – 18.30pm
New Years Day	CLOSED
Saturday 2nd January 2027	CLOSED
Sunday 3rd January 2027	CLOSED

Normal Surgery days and hours resume Monday 4th January 2027

When the surgery is closed, use NHS 111 for urgent medical advice. In a life-threatening emergency, call 999.

Please order repeat prescriptions early to avoid running out over the bank holidays.

7. Looking after your mental wellbeing

Shorter days and colder weather can affect how we feel. Try to stay connected with friends and family, make time for activities you enjoy, and get outside during daylight when possible.
If you are struggling with your mental health, you do not have to manage things alone. Contact the surgery or visit NHS 111 online for advice on finding support

8. Practice reminders

- **Keep your details up to date:** Tell us if your address, telephone number or email address changes.
- **Cancel appointments you cannot attend:** This allows us to offer the appointment to another patient.
- **Use online services where available:** These may allow you to order repeat prescriptions, view parts of your record or manage appointments.
- **Your feedback matters:** We welcome comments and suggestions to help us improve our services.

A WINTER THANK YOU

Thank you for your patience, kindness and understanding throughout the year. Our team remains committed to providing care for our local community, and we appreciate your support.

Wishing you and your families a wonderful Christmas and a happy, healthy New Year.

With best wishes,
The Team at Mandalay Medical Centre