The Pall Mall Surgery
at the heart of the community

PRACTICE NEWSLETTER

AUGUST 2026

Welcome to our Pall Mall Practice Newsletter for practice news and updates

Patient Participation Group

Our surgery holds regular meetings with the Patient Participation Group (PPG), which plays a vital role in shaping the future of our practice. We welcome patients who can spare an hour each month to share ideas, discuss improvements, and help drive innovation. For your convenience, meetings are available in person and online. The PPG has been instrumental in organising health workshops and contributing to key decisions that enhance our services. If you're interested in joining or would like to learn more, please email us at mseicb-me.ppg.group@nhs.net We'd love to hear from you!

Cora Health

Cora Health is the new provider for the ICB for Musculoskeletal (MSK) services.
(We still have our in-house MSK too).
Most of our MSK services allow self-referral for NHS patients.
Self-referral means that you can get access to assessment and treatments without seeing a doctor or another health professional first.
If you'd like to self-refer please visit our website under self referrals for more information

AI Receptionist

Meet EMMA – Our AI Receptionist
We're pleased to let patients know that EMMA, our AI Receptionist, is now available full-time to help make contacting the practice quicker and easier.
EMMA can assist with a range of enquiries, including:

- **Submitting online e Consult triage**
- **Answering common practice questions**
- **Directing you to the right service**
- **Helping with routine administrative requests**

EMMA works alongside our reception team – it does not replace our staff. If your enquiry needs personal assistance, you will still be supported by a member of our reception team.
By introducing EMMA, we hope to reduce waiting times, improve access to the practice and allow our receptionists to spend more time helping patients with more complex enquiries.

Flu Vaccinations – Coming Soon

As we head into the autumn and winter months, it's time to start thinking about protecting yourself against seasonal flu.
Flu vaccination invitations will begin to be sent to eligible patients from September through to October. If you are eligible, please keep an eye on your text messages for booking links.
The flu vaccine is the best way to help protect yourself and those around you from serious illness during the winter season.
If you think you may be eligible but do not receive an invitation, please contact the practice and our team will be happy to help.

NHS App

The NHS App makes it easier to manage your healthcare. You can:

Order repeat prescriptions
View your test results (where available)
Check appointments
Access your medical record
Receive messages from the practice

If you need help setting up the NHS App, ask a member of our team.

Pharmacy First

Did you know your local pharmacy can now provide treatment for a range of common conditions without needing a GP appointment?

Speak to a pharmacist first for advice on conditions such as sore throats, earache, infected insect bites, shingles, sinusitis, uncomplicated urinary tract infections (women), and impetigo.

Keep Your Contact Details Up to Date

Please let us know if you've changed your:

Mobile number
Home address
Email address

This helps us contact you quickly about appointments, test results and important practice updates.

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