

💙 Keeping Our Community Healthy This Winter

❄️ Winter Message from the Practice

As winter approaches, we would like to share some important updates and information to help you stay well during the colder months.

Winter is often our busiest time of year, and there are a number of services available to help you access the right care when you need it. For common winter illnesses such as cold, sore throats, coughs, sinus symptoms, minor skin conditions and other minor ailments, your local community pharmacy can provide advice and treatment through the Pharmacy First Service, often without the need of a GP appointment.

If you require urgent advice when the practice is closed, please contact NHS24 on 111, who can assess your symptoms and direct you to the most appropriate service. There is also a walk in centre at Hawick Community Hospital which is open Tuesday to Friday 12pm-8pm, the service treats minor illnesses and acute symptoms such as infections, fever, pain, digestive issues, headaches, dizziness, and condition flare-ups.

🚨 **For life-threatening emergencies such as chest pain, severe breathing difficulties, symptoms of a stroke, severe bleeding, or loss of consciousness, call 999 immediately or attend your nearest Emergency Department.**

💻 Our New Vision Clinical System

We are pleased to confirm that Jedburgh Medical Practice has successfully moved to our new clinical computer system, **Vision**.

The new system will help us manage:

✅ Patient records
✅ Appointment scheduling
✅ Prescriptions
✅ Practice communications

Thank you for your patience and understanding during our transition period.

☃️ Looking After Yourself This Winter

There are several simple steps you can take to stay healthy during the winter months:

❄️ Wash your hands regularly

❄️ Keep your home warm

❄️ Stay hydrated

❄️ Eat a healthy balanced diet

❄️ Stay active where possible

❄️ Attend flu and COVID-19 vaccinations if eligible

Many common winter illnesses can be safely managed at home with rest, fluids and advice from your local pharmacist.

Need urgent advice when we're closed?

📞 **NHS 24 - Call 111**

🎄 Christmas & New Year Opening Arrangements

The practice will be closed on the following public holidays during the Christmas and New Year period:-

- Friday 25th December 2026
- Monday 28th December 2026
- Friday 1st January 2027
- Monday 4th January 2027

💊 Order Repeat Prescriptions Early

We would like to remind patients to plan ahead wherever possible, particularly when ordering repeat medications.

Please request repeat prescriptions **at least 7 days before they are required**. Ordering your medication in good time before the Christmas and New Year period will help ensure your treatment is not interrupted.

The festive season can result in increased demand on both GP practices and community pharmacies, and pharmacy opening hours may vary over the holiday period.

☃️ **Please don't wait until you have run out of medication.**

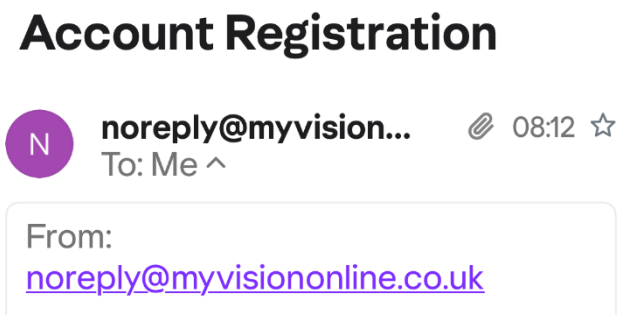
Planning ahead will help ensure you have everything you need to stay well throughout the winter and holiday season.

Accessing Online Services

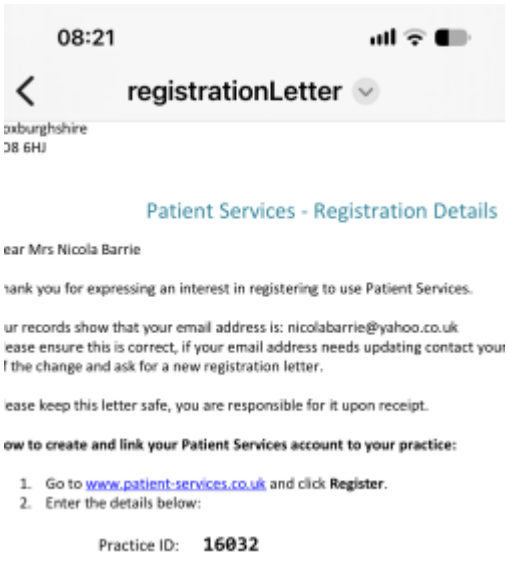
Patients can request repeat prescriptions online using **Patient Services**.

How to Order Online

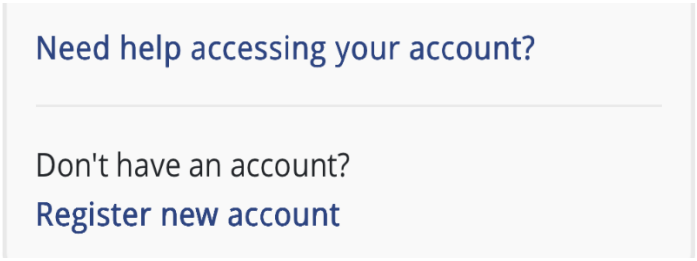
Your First email once you have requested Patient Servies will be from:
noreply@myvisiononline.co.uk.



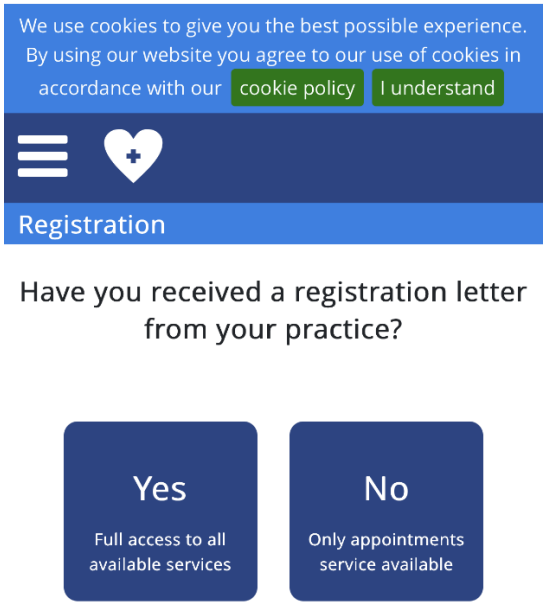
You must then follow the link in the email as follows:
either click on the link or find www.patient-services.co.uk on your search engine



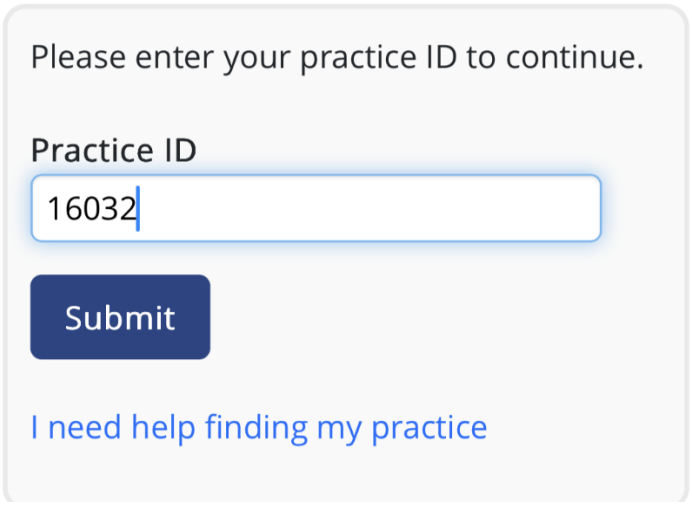
You need to then Register new account – DO NOT TRY TO ACCESS YOUR OLD ACCOUNT AS IT IS NOW CLOSED.



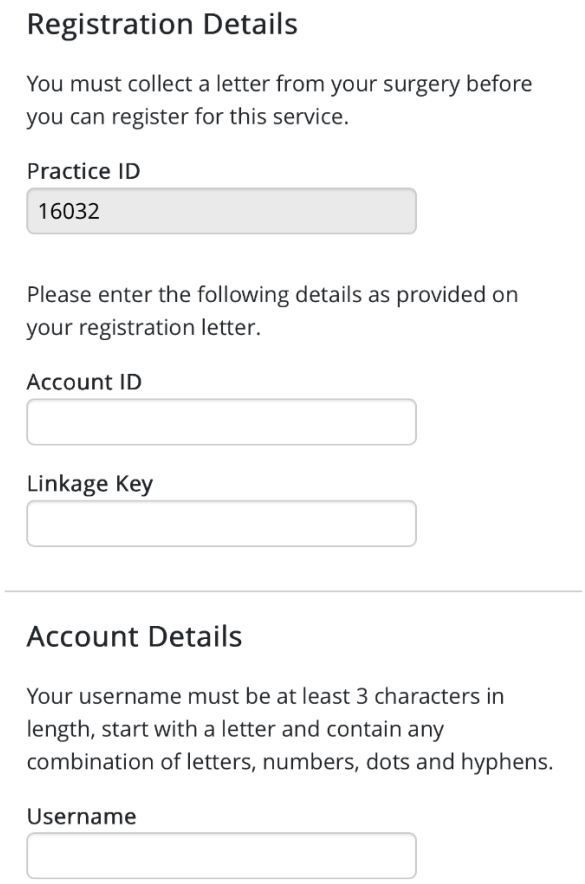
You then need to select the YES – FULL ACCESS TO ALL AVAILABLE SERVICES



The practice ID is on your letter



Complete your Registration Details as per your account registration letter. You select your own user name and password as per the instructions



🎅 Christmas and New Year Wishes

From everyone at **Jedburgh Medical Practice**, thank you for your continued support throughout 2026.

We wish you, your family and loved ones a very

🎄 Merry Christmas 🎄

✨ Happy New Year ✨

> and a healthy, peaceful and prosperous 2027. We would like to thank all our patients for their continued support throughout the year. Winter is often our busiest period, and we remain committed to providing the best possible care to our community.

❄️ JEDBURGH MEDICAL PRACTICE ❄️

📋 *Working together to keep our community healthy this winter*

📍 Jedburgh Medical Practice
📞 Contact the practice for appointments and enquiries
🌐 Visit our website and social media pages for updates