



Welcome to *WellWellWell* from Seascale and Bootle Surgeries.  
Issue 289 April 2025 [www.seascalehc.co.uk](http://www.seascalehc.co.uk)

### **Bank Holiday Closure**

The surgery will be closed Friday 18<sup>th</sup> April for Good Friday. Seascale and Bootle will also be closed Monday 21<sup>st</sup> April. Please check your medicine supplies prior to the closure and order appropriately. If you find yourself without your repeat medication during the closures you are advised to contact 111 who can assist you and send a prescription to a Community Pharmacy that is open during the bank holiday.

### **NHS Tax Credit Exemption Certificates**

As from the 5<sup>th</sup> of April 2025 we will no longer accept Tax Credit exemptions. People receiving tax credits were moved to universal credit. After your tax credits were stopped, you must meet the universal credit conditions to be entitled to full help with health costs.

If your current certificate has already expired and you have not received a new one, this is normally because your circumstances have changed and you no longer meet the qualifying conditions or you have been moved to Universal Credit. Read Universal Credit page to check if you are entitled to help with your health costs.

It's your own responsibility to check the expiry date, and if you claim help with your health costs after your certificate expires, you could have to pay a penalty charge of up to £100.

### **Abusive Behaviour**

We will not tolerate abusive behaviour of any sort here at Seascale and Bootle surgery. Please be kind and show our staff the respect they deserve. If a patient is abusive or violent we will warn them to stop. If they continue, we have a right to refuse your care.

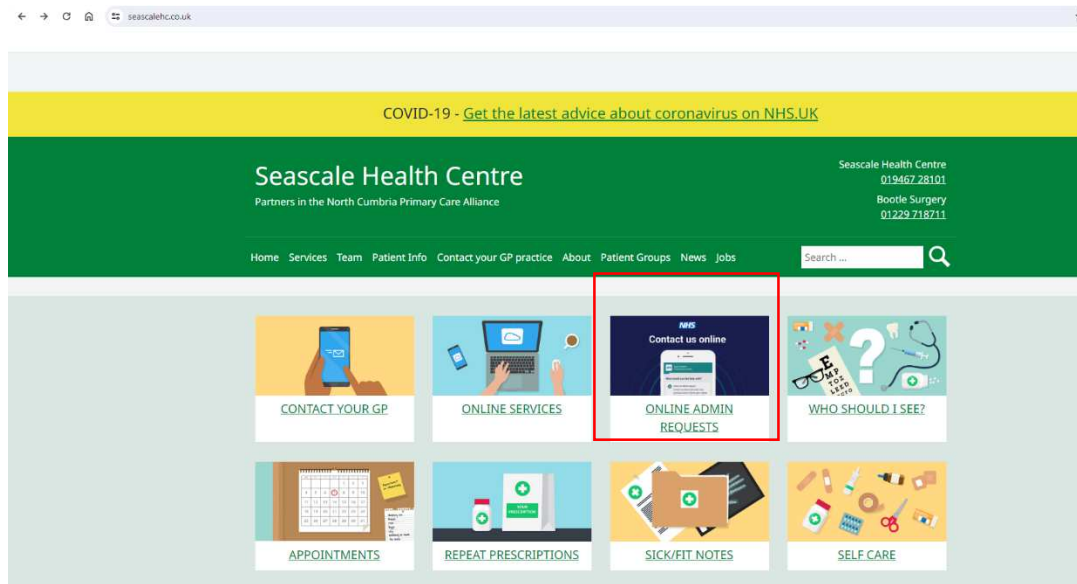
## Contact us online-

We are trying to get patients to use our website (<https://www.seascalehc.co.uk/>) for any online admin requests you have instead of using the NHS app.

The admin requests that we accept via the website are as followed-

- Doctor's letters,
- Fit (sick) notes,
- Test results
- Referral follow-up
- Prescription Queries
- Anything else admin related.

Please see example below on how to use –



## Outside of core hours

▲ Seascale Health Centre is unable to take Medical Requests via this service, this service is only for Admin requests such as, Doctors letters, Fit Notes, Prescription Requests etc.  
For urgent help, contact your GP. If they are closed, visit [NHS 111 online](#) or call 111. In an emergency [call 999](#)

### What would you like help with?

#### Admin query

This includes: fit (sick) note, test results, repeat prescription or anything else admin related.



#### Online advice

See NHS advice and guidance on conditions, symptoms and treatments.



#### Self-referral

Refer yourself to local services.



### I need more urgent help

Use NHS 111 online, or call 111



Admin query

## Confirm this is not an emergency

Adults Children

Call 999 or go to A&E now if you or someone has any of these:

- signs of a heart attack (chest pain, pressure, heaviness, tightness or squeezing across the chest)
- signs of a stroke (face drooping on one side, cannot hold both arms up, difficulty speaking)
- sudden confusion or delirium (unsure of own name or age)
- suicide attempt (by taking something or self-harming)
- severe difficulty breathing (not being able to get words out, choking or gasping)
- a serious accident, or severe injuries burns or scalds
- heavy bleeding (spraying, pouring or enough to make a puddle)
- severe injuries (after a serious accident or assault)
- a seizure or fit (shaking, jerking, or unconscious & can't be woken up)
- sudden, rapid swelling (of the lips, mouth, throat or tongue)

British Sign Language (BSL) speakers can [make a BSL video call to 999](#)

Deaf, hard of hearing or speech-impaired people can use 18000 to contact 999 using text relay or a textphone.

▲ In an emergency DO NOT use this form as your request will NOT be seen immediately.  
If you require medical help right now, please call your GP. If your GP is closed, visit [NHS 111 online](#) or call 111.

Back

I confirm, none are present

Admin query

## Select an option

Doctor's letter

This includes: private, insurance, educational letters etc.

Fit (sick) note

Tell us if you need a medical statement about your fitness to work.

Referral follow-up

Repeat prescription

Test results

Something else

Back

Continue

Admin query

## Who is this request for?

Myself

Someone else

Back

Continue

Admin query

## Your details

Provide details so we can identify who this request is for.

**First Name**

**Last Name**

**Date of birth**  
 For example 26 2 1956

Day	Month	Year
<input type="text" value="01"/>	<input type="text" value="01"/>	<input type="text" value="1965"/>

**Postcode**

**Your phone number**  
 A mobile number is preferred.

**How would you like to be contacted? (Select all that apply)**  
 While we do our best to follow your preferences, this may not always be possible

Text message  
 Phone call

**Do you want to verify your identity by receiving an access code?**  
 This will help process your request faster.

Yes, verify  
 No, skip this step

## Review request before submitting

Your request will be sent to:

**Seascale Health Centre**  
 Seascale Health Centre, Gosforth Road  
 Seascale, CA20 1PN

**Minnie Mouse**

**Date of birth:** 01/01/1965

**Phone number:** [REDACTED]

**Postcode:** CA20 2RN

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**Query:** Fit (sick) note

**Have you previously had a note about this?:** No

**Briefly describe your illness or medical problem:** Broken foot

**When should the sick note start?:** 16/04/2024

**When should the sick note end?:** 17/04/2024

**Can your employer do anything to help you return to work sooner?:**  
 Work from home

**Contact method preference:** Text message

**Request submitted!**

**What happens next?**

The practice will review your request within 3 working days

For urgent help, contact your GP. If they are closed, visit [NHS 111 online](#) or call 111. In an emergency [call 999](#)

[How was your experience with this request form?](#)

Accurx created this form and regularly seeks feedback to improve it. Click here to share your thoughts with them.



**Training Afternoon-**

**3<sup>rd</sup> April 2025 the surgery will be closed from 1pm for staff training. Bootle will be closed at 12:30pm.**

**Upcoming Bank Holiday closures-**

**Monday 5<sup>th</sup> May 2025**

**Monday 26<sup>th</sup> May 2025**

**Monday 25<sup>th</sup> August 2025**

