

NEWSLETTER

Keeping you Informed

Repeat Medications

Please be aware that we require three FULL working days notice for processing your repeat prescriptions. Orders can be placed in person at the surgery or online. Please order in enough time, so that you do not run short of your medication.

When the Surgery is Closed

If you become unwell when the surgery is closed please ring 111 and they will be able to advise you. This service is manned 24 hours per day, 7 days a week.

Travel Vaccinations

We can offer travel vaccinations but do require at least 6 weeks notice of your travel date. Please complete a travel questionnaire and get it to the surgery in plenty of time. We can then order any vaccinations that maybe required.

NHS Health Checks

If you have a birthday which means that your age ends in the 0 or 5 you will be invited for a free NHS Health Check. These are offered to those patients aged 40 to 74.

Dr Trevor King will be having an operation at the end of May and will be absent from the surgery for the following two months for recovery. The other doctors at the surgery will also be away during some of this time taking their annual leave. Please be assured that all surgeries will be covered by a team of regular locum doctors so that appointments will be available to you. Everyone at the surgery will be doing their best to ensure that everything runs as smoothly as possible during this time. We all wish Dr Trevor King a speedy recovery and look forward to his return.

Appointments - Please make the most of your appointment which is a 10 minute slot. This will be to discuss one issue, please plan ahead and make sure that you cover what you wish to discuss. If you have more than one issue you may require a longer slot.

Missed Appointments - If you can not attend a booked appointment, please advise the surgery as soon as you are able. We will then be able to offer your appointment to someone else. We regularly have around 75 missed appointments per month. This equates to 3 hours per week of missed appointments.

Contact Details - Please ensure that your contact details are up to date at all times, which could include a mobile phone number. We can then send you appointment confirmations and invite you in for any medical checks.



Carers

If you care for someone regularly, please advise us that you are a carer. We can put in you contact with our Care Co-ordinator, Sarah Davey. She will be able to advise you on all the information that is available to Carers in Wiltshire, including social events.

MenACWY

If you are a patient who is aged between 18 and 25 you could be eligible to a MenACWY vaccine. Please call the surgery to book your appointment with one of our nurses.

Shingles

We offer Shingles vaccinations to the eligible cohort of patients. This would be those aged 70 or 78. Please contact the surgery and an appointment can be offered with one of our nurses.

Link

This is a group of volunteers who would be able to help out if you need to be driven to a hospital or doctors appointment and are unable to drive yourself. They just require 48 hours notice. They can be contacted on 01672 564930.

Sharing Records - Please be aware that the new GDPR rules on sharing patient data comes into effect this month. We would like to ensure you all provide us with your consent to sharing records with other NHS organisations, so that they would be able to view medications and allergies in the case of an emergency. Please also be aware that we require you to advise us in writing that you wish someone to collect prescriptions on your behalf or be able to have access to your medical records. Please therefore complete a sharing record leaflet or the appropriate consent form at the surgery.

GDPR - The General Data Protection Regulation (GDPR) will come into force in the UK from 25th May 2018. Under GDPR GP surgeries are 'data controllers', registered with Information Commissioners Office (ICO), who oversee data protection law in the UK. GDPR 'right to be informed' encompasses the obligation to provide fair processing and transparent use of personal data.

In practice this means:

- Telling you about the information we collect, how we use it and who we share it with
- Assuring you that your data will be safe, confidential and used appropriately
- Enabling you to opt out of sharing your data at any time.
- Making you aware that you have the right to access your data

More detailed information of all of the changes will be available on the website and paper copies can be obtained from the surgery on request.

