

NEWSLETTER

Keeping You Informed

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.

Shingles Vaccine

Patients who turned 65 on or after 1st September 2023 are eligible. The vaccine is given in two parts, six months apart. However, you are not eligible if you have already had one. Please visit <http://www.nhs.uk/conditions/vaccinations/shingles-vaccination> for further information.

Pneumococcal Vaccine

The pneumococcal vaccine helps protect against pneumonia and meningitis. It is recommended for patients at higher risk of these illnesses, such as babies and those adults over the age of 65. Please contact us to see if you are eligible and the necessary appointment can be booked in with either Ali or Elly.

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Recalls: A red sticker on your prescription bag indicates that a recall is due on your medical records. It could be that a blood test, diabetes, asthma or medication review is due. This will ensure that your medication can be issued and that it is treating your condition effectively. Please book the necessary appointment online or when collecting your medication from the surgery. The admin team will be more than happy to help with your request.

Missed Appointments: Please do advise us if you are unable to make a booked appointment. The appointment can then be offered to another patient and the clinicians' time has not been wasted. We regularly have 35 missed appointments each month. This equates to nearly 6 hours of clinician time.

Covid Spring Boosters: There will be a covid vaccine programme running from the beginning of April. Patients who are over the age of 75 and those who are immunosuppressed will be invited for a vaccine. Watch this space!!

RSV Vaccination: This is for patients aged 75 to 79 years old on 1 September 2024, and those turning 75 after this date. Pregnant ladies over 28 weeks gestation are eligible and we are keen for them to have the vaccine in order to protect their babies. Please speak to your midwife for more information. Please call us to book in for the vaccine with a practice nurse.

NHS Health Checks: This is a 20 minute appointment with the practice nurse as an "MOT". The nurse will ask questions on your diet, exercise, weight, family history and do a finger prick test to check your cholesterol. This will then give the practice a Q-risk for your risk of cardiovascular disease. These checks are offered to patients over the age of 40 every five years. You will receive a text message invitation when you become eligible.



MenACWY Vaccine

If you are aged between 18 and 25 you could be eligible for a MenACWY vaccine. This vaccine protects you against four different causes of meningitis and septicaemia; meningococcal groups A,C,W and Y disease. Please call the surgery to book your appointment with one of our practice nurses.

Carers

Do you look after someone who couldn't manage without your help? Please let us know so we can support you. We can put you in touch with Carers Support Wiltshire, who are a local charity supporting all unpaid carers from age 5 years and upwards.

Prescriptions: Please order your prescriptions online and allow **4 full working days** for your prescription to be processed. Please take all the steps necessary to avoid calling us for medication required sooner than 4 working days. We will send you a text message once the prescription is ready for collection. If you are going away please allow extra time to ensure your prescription is ready. We do receive calls from patients asking for their prescription to be done by a certain date. These then have to be brought to the front of the queue, which pushes back the regular prescriptions. Should you need your prescription for a holiday, please advise us using the comments box during the online ordering process. If you are unable to order a medication it may need to be reauthorised by the GP after a certain number of issues. These requests can be made using the comments box, which should save you calling us.

Lost Property: We have a regular supply of lost property. We have glasses, hats and scarves. Please come and ask at reception if you have an item missing and it was last seen at the surgery.

CPR Training: How about learning how to use a defibrillator and carrying out CPR? The patient liaison committee are planning on running a 90 minute training session in the village sometime in March. This training will be taken by Louise Worsley, an award winning and highly qualified local first aid teacher. If you are interested, please email chrisoltham@btinternet.com for further information.

Patient Feedback: We all really appreciate the feedback and the glowing reports that you generally give us each month. We do welcome your comments and support. We do strive to do our best for you all.

