

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. Adults turning 65, those aged 70 to 79 and those over 50 with a severely weakened immune system. 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.

Practice Nurse: Nurse Elly will be retiring at the end of the summer. She has been with us for 10 years and will be really missed. We all wish her well in her retirement. We have a super replacement nurse, Holly, starting in July. This will enable Holly to learn the ropes and obtain training from Elly and Ali before Elly's retirement. Holly has been a practice nurse for several years and has helped us out in the past. Some of you may recognise her!

Clinical Pharmacist: A new clinical pharmacist, Ellie, will be joining the team in July. She will be working remotely on Thursdays helping the GPs and dispensary with medication reviews and queries in the same way as Rima does on Tuesdays.

Website Update: We will shortly be changing our Surgery Website to align it with the other surgeries in our PCN. You will automatically be directed to it when you try to go to the old site. It will look different, and may take some getting used to, but you will be able to do all the things you use it for such as booking appointments, ordering medication, and asking for sick notes. It will also have the latest surgery information and be very useful at redirecting you to current NHS guidance and helpful resources, such as vaccination updates including travel, and links to pages providing support.

We do also encourage everyone that can to download the NHS App which is the best, most efficient way to access our online services.

To install the NHS App, you'll need a smartphone or tablet. Download the app from the Apple App Store (for iOS devices) or the Google Play Store (for Android devices). You are welcome to ask the surgery staff for help if you need - we will do our best !



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.

If you are unable to order your prescriptions online because you do not have the facility to do so you can order using the paper repeat prescription slip that is enclosed in your medication bag. This slip can be posted into the postbox on the front of the surgery building. You could hand your repeat slip straight back in when collecting your medication, your next monthly issue of medication will then be ready to collect in 4 weeks time. The usual text will be sent when these medications are ready for collection.

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.

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.

