

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.

Carers

Do you look after someone who couldn't manage without your help? Please let us know so we can support you and put you in touch with Carers Support Wiltshire, who are a local charity.

Shingles

We offer Shingles vaccinations to the eligible cohort of patients between 70 or 78. Please contact the surgery to check if you are eligible.

Link

Unable to drive yourself to doctor's or hospital appointments then, the volunteers at Link can help you out. Burbage Link can be contacted on 01672 564930, Great Bedwyn Link on 0771 700 6787 or Collingbourne and Everleigh Link on 01264 850807. They just require 48 hours notice of the appointment.

Coronavirus - We would like to thank all our patients for adhering to the advice that has been given out by ourselves and the government during the Covid-19 pandemic. Please continue to listen to the advice and stay safe during the lockdown.

Thank you - the staff would like to pass on their grateful thanks for all the wonderful donations of chocolate, sweets and cakes that have kept us smiling and happy! Thank you also to the wonderful band of volunteers that have come together to help with the picking up and delivering of medications to those patients who have been unable to come to the surgery due to the lockdown. Your time has been very much appreciated by the surgery and the patients.

Carers - we held another Carer's Coffee Morning at Easton Royal on 14th February. It was very successful and well attended by carers, who came along for a cuppa and chat about what can be offered to carers in Wiltshire. We hope to have another Coffee Morning sometime in the future to be held in Burbage. However, please do not forget that Rea, our Carer's Lead and Sarah Davey, Care Co-ordinator are always here to help you and your loved ones should you need any advice.

Clinical Pharmacist - We now have a clinical pharmacist, Rima, working with the surgery on a fortnightly basis. She is available to carry out medication reviews over the telephone for those of you who are due a review.



Pneumococcal Vaccine

We are hoping to vaccinate patients over the age of 65 for the pneumococcal vaccine. Please contact us to see if you are eligible and the necessary appointment can be booked in with either Ali or Elly.

MenACWY

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

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

Travel Vaccinations

We no longer offer this service. Should you need any travel vaccinations for a forth coming trip, please contact Kennet Pharmacy Marlborough or Masta Clinic Chippenham.

Online Access - thank you to all the patients that have registered for online access during this pandemic. It has enabled them to order their medication online. Please also remember that appointments can also be booked using this service, these are at present telephone consultations.

DoctorLink- DoctorLink is our new online service where you can access advice and appointments online. Registration is simple and you will be able to register via our website. For appointments, you can undertake a symptom assessment through DoctorLink. The symptom checker will ask you a number of questions to help to identify your problem. The outcome of your assessment will direct you to the right treatment, whether emergency care, your GP, nurse or self care. If your outcome indicates that an appointment is required, you simply click on the request appointment link. Once the request has been submitted, you will then be contacted by the Practice Team, to arrange an appointment within the identified timeframe (as outlined in the outcome of your symptom check). The information you provide will be shared with our clinical team (where appropriate) and will assist in providing robust information of your problem to the required clinical team member prior to your appointment. You can even download the App from the app store.

NHS App - Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet. The app can be used to get advice about the coronavirus, book appointments, order repeat medications and check your symptoms. You can also register your order donor decision.

Friends and Family Survey - We regularly review how we are providing our service to you. If you would like to comment on how we are doing, please complete a friends and family survey. This can be found on the reception desk or on our website. We really do value your comments.

