

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 18 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 Holly.

Here we are into 2026 and some changes have taken place. Dr Alex Carpenter has gone on maternity leave, she has safely delivered a son, James. She will be taking a year off. We have arranged regular locum cover with Dr Rebecca Style back to cover Tuesday, Wednesday and Thursday mornings. Dr Kate Bailey will be covering Thursday afternoons and Dr Jonathan Glover will be helping to cover annual leave for the GPs.

Practice Nurse: Holly has settled in well and is busy carrying out annual asthma reviews with those eligible patients. She will complete her diabetic review training in the spring, so at present, Ali is carrying out all the diabetic reviews. If yours is due, please call the surgery to get your appointment booked in.

Recalls: If you notice that red dot on your prescription bag please book in for your reviews. This may be your annual blood test, asthma or diabetic reviews. Please call us to get these booked in, we do need to try and get these done by the end of March.

RSV Vaccines: These are offered to pregnant women (from 28 weeks) and to older adults aged 75 to 79 or have turned 80 after 1st September 2024. However, the RSV vaccine eligibility is being expanded from 1st April 2026 and will be offered to patients aged 80 years and over. The expanded eligibility will have no upper age limit. This will coincide with the COVID-19 vaccines and could be co-administered.

Prescriptions: Please order your prescriptions online and allow **4 full working days** for your prescription to be processed. We will send you a text message once the prescription is ready for collection. PLEASE ignore messages on the NHS App advising "prescription awaiting collection". This is not accurate and we have no control over the NHS App. We do receive calls from patients asking for their prescription



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.

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 on the online ordering form. 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 online 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 can also 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. We are no longer issuing repeat slips for patients that order online to save paper.

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 will not be wasted. We regularly have 26 missed appointments each month. This equates to nearly 260 hours of clinician time.

Telephone System: You may have noticed that we have changed the telephone message recently. This is to accommodate telephone enquiries relating solely to your prescription queries. If you have this type of enquiry, please call in the usual way but press 1 to leave a message for the dispensing team, who are best suited to handle these questions.

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 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.

