



GUILDHALL SURGERY AND PPG NEWSLETTER SPRING 2024

SURGERY NEWS

- ❖ **NEW SCREENS** - You may already have seen the new information screens in each of the two waiting rooms. These will be able to relay current and informative items, as and when they become relevant. The screens have been partly paid for by your generous donations to our equipment fund for which we are very grateful – thank you!
- ❖ **DID NOT ATTENDS** – between 1st December 2023 and 29th February this year, we had **160** appointments that were not attended. If you are unable to attend your appointment – **PLEASE DO LET US KNOW** so it can be allocated to someone else.
- ❖ **COVID-19 SPRING CAMPAIGN** – coming soon! Please wait to be contacted for this booster (see more info below).
- ❖ **INFLUENZA** – The current campaign finishes on 31st March, so please do still call the surgery if you think you qualify to have the vaccine (see more info below).
- ❖ **HRT PRE-PAYMENT CERTIFICATES** - £19.30 for 12 months – covering all your *eligible* HRT prescriptions for that period. This saves you money if you're going to buy more than 2 prescription items in 12 months.
- ❖ **MACMILLAN COFFEE MORNING** - We are planning to hold this event on 27th September to raise funds for people facing cancer – more details to follow in the autumn. If you have a suggestion for fundraising campaigns or our equipment fund - feel free to drop us a line or pop them into the questionnaire and suggestions box in the ground floor waiting room.
- ❖ **HEALTH & WELLBEING COACHES** - WGGL PCN (Wickhambrook, Glemsford, Guildhall Clare, Long Melford & Lavenham Primary Care Network) have recently recruited two Health and Wellbeing coaches, Steve Johnson and Jamie Lumsden, who are due to join the PCN from April 2024.
The role of the health and wellbeing coach is to support people with their ability to self-manage, motivation levels and commitment to lifestyle changes. They are skilled in supporting behaviour change and can help people improve health related outcomes by working with individuals to set personalised goals and change their behaviours. They work with people with physical and/or mental health conditions and those at risk of developing them.
Health and wellbeing coaches can be an effective intervention for people experiencing a range of long term conditions, including respiratory, cardiovascular (including type 2 diabetes and hypertension) and stress/low mood. They can also support people with weight management, diet and increasing activity levels; working on an individual and/or group basis to help people improve their health and wellbeing.
- ❖ **LEAD PRACTICE NURSE JODIE SAYS.....**

As most of you are hopefully aware, I have now taken the reins from Katy as Lead Practice Nurse for Guildhall Surgery. I wish Katy well in the next chapter of her nursing career and hope I can take the helm of the nursing team as well as she did for many years.



After being a Practice Nurse for nearly 12 years I feel ready for this new challenge and am very grateful to Dr Walker and Dr Bone for giving me this opportunity. I very much look forward to working alongside the great team at Guildhall who have welcomed me back with open arms, but mostly I look forward to continuing to provide outstanding care to you, our patients.

I would also like to introduce and welcome Martin who joined our nursing team last September as a Senior HCA. This is Martin's first job within Primary Care but he has many years of experience in healthcare as an Assistant Practitioner within end of life care. Martin has settled well into the team at Guildhall and has enjoyed meeting and providing high standards of care to our patients.

As spring is approaching us with the warmer, longer days and lighter evenings, we all start to feel the benefits and I hope this gives you all the motivation to take a look at your health.

The end of winter and the start of spring also brought to us national Shingles awareness week (26th February to 3rd March). Shingles is a common condition that causes a painful rash. It can sometimes lead to serious problems such as long-lasting pain, hearing loss or blindness. You're more likely to get shingles and it's more likely to cause serious problems as you get older or if you have a severely weakened immune system. The NHS has been offering free shingles vaccination for many years but until September 2023 was only offered to ages 70-79. It is now offered to further age groups; click/copy the link to see if you are eligible and if you find that you are please do call and speak to our wonderful and helpful reception team to book an appointment. [Eligibility for shingles vaccine.](#)

I wish you all good health and a Happy Easter!

BUSINESS AS USUAL

APPOINTMENTS

If you do need to contact us for an appointment, our care navigators / reception team will triage your request and ask you for a description of your symptoms; THIS IS AT THE GP'S REQUEST and will assist in enabling them to provide you with the right appointment with the most appropriate member of our clinical team. This also includes the need for any urgent / same day appointments.

VACCINATIONS:-

COVID-19 SPRING CAMPAIGN

The Surgery will be looking to organise a Covid Clinic and will contact you. You may be eligible if you are:-

- aged 75 years old or over
- 18 to under 75 with a weakened immune system



INFLUENZA

This campaign will finish on 31st March, so please do still call the surgery for:-

- over the age of 65 or under the age of 65, but included in an 'at risk' category.
- children aged 2 and 3 years along with those aged between 6 months and 17 years with an underlying health condition, will be called in by the Surgery for nasal flu vaccinations.
- school aged children (Reception to Year 11) should get an invitation via their school. If your child has missed this or they are home-schooled, they should be offered a flu vaccine via a community clinic:-
 - Suffolk Community and School Age Immunisations Service - Telephone Number: 0300 555 5055 (Option 4) – 8m to 4pm
Email: hct.csaissuffolk@nhs.net
Twitter: [@SuffolkImmsTeam](https://twitter.com/SuffolkImmsTeam)
 - For more information visit:- <https://www.nhs.uk/conditions/vaccinations/child-flu-vaccine/>

PNEUMONIA

Everyone over the age of 65 and those with certain underlying medical conditions will be called for a pneumonia vaccination throughout the course of the year.

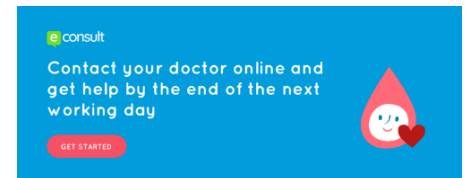
SHINGLES

Patients who qualify will continue to be called systematically to allow for the allocated and restricted amount of vaccinations we can order at a time.

WEBSITE

Please visit our website (www.guildhallsurgery.co.uk) for a host of information, forms and links, including:-

- how to register for GP online services;
 - o NHS app can be used to view your medical information, request medication as well as making appointments.
 - o 'E' Consult requests can be used to receive advice and guidance for a health concern or medical condition as well as requesting repeat medical certificates such as sick notes.
- Consent - If you need to act ON BEHALF OF ANOTHER PERSON or discuss their care with us, we will need a 'Consent to Disclose Health Information' form completed by the person and witnessed by a 3rd party. The form is available in the 'Further Information_ Data Protection & Patient Health Record Information' section of our website (alternatively a copy of the form can be collected from reception). Unfortunately WITHOUT this, NO member of our team will be able to disclose information or discuss patient care with a third party.
- Feel Good Suffolk (<https://feelgoodsuffolk.co.uk/>) is a new way to support people in Suffolk to improve their health and wellbeing; stop smoking, manage your weight and be more active.



PATIENT PARTICIPATION GROUP (PPG)

Our PPG helps to communicate to us the views and perceptions from our patients of the services that we provide as well as ideas about how we could improve our service. Our Facebook page is very active and we are making it more interactive. We always have feedback surveys in the Surgery in paper form, which can be completed when you next come into us. We also like to encourage our patients to visit our Facebook and Website for information and updates and general health information and news.



REMINDERS

HOME VISITS

If you are housebound and require a home visit, it is important that you telephone the Surgery before 11am. You will still be asked for a description of your symptoms and in some cases a clinician may also telephone you prior to a visit for further details.

LONG TERM CONDITIONS & MEDICATION REVIEWS

If you have diagnosed long term condition/s (e.g. arthritis, asthma, diabetes, epilepsy, angina, heart failure, high blood pressure), the Surgery will be in touch to make an appointment for your annual review (by month of birth order).

For annual medication reviews, please contact the Surgery for an appointment (review dates are detailed on repeat prescription form/s).

In some cases, blood test results will be required prior to these reviews and if necessary, a blood test form will be provided for you to book directly. Your review will need to be scheduled in line with test result availability.

PRESCRIPTION REQUESTS & QUERIES

You can request repeat medications in writing and by posting in the Surgery post box by the side entrance, or online if you have registered for on-line access. Please allow at least 2 working days after submission before contacting/collecting at your nominated pharmacy and additional time over bank holidays.



For prescription or medication queries, please select option 2 for our dedicated PRESCRIPTION LINE from the Surgery's main telephone number. The line is open between 10:00 and 13:00 each working day. Alternatively, you can leave a message on their answering service and they will call you back. Please DO NOT direct prescription queries to our reception team as they will not be able to help you.

SAMPLES

If you have been asked by one of our team to supply a urine, stool, sputum sample etc., these need to be back to the Surgery before 12:00pm / mid-day.

INFECTION CONTROL

Guidance from the government and NHS regarding infection control measures in the Surgery have not changed and we would request patients to continue to be vigilant along with their hand hygiene. Please DO NOT attend the surgery if you have any Covid 19 symptoms but instead request a telephone appointment. This will help to protect our vulnerable patients. Visit <https://www.nhs.uk/conditions/covid-19/covid-19-symptoms-and-what-to-do/> for latest information.

INFORMATION

01787 277523 - Monday - Friday	
Opening Times	08:00 – 18:30
Surgery Times	09:00 – 12:00 & 15:30 – 18:00
Reception Telephone Lines	08:30 – 13:00 & 14:00 – 18:30
Appointments - Option 1	
Prescriptions - Option 2	10:00 – 13:00
Secretarial - Option 3	14:00 – 16:00
Test Results - Option 4	
Reports – Option 5	15:00 – 17:00
General Enquiries – Option 6	08:30 – 13:00 & 14:00 – 18:30

Integrated Care Board (ICB) Training Events CLOSURES:-

- 12:30pm Wednesday 24 April until 8:00am Thursday 25 April 2024
- 12:30pm Wednesday 10 July until 8:00am Thursday 11 July 2024
- 12:30pm Wednesday 18 September until 8:00am Thursday 19 September 2024
- 12:30pm Thursday 21 November until 8:00am Friday 22 November 2024

- ❖ If you need advice for any minor ailments, please see your local Pharmacist.
- ❖ If you require urgent medical attention, please contact 111.
- ❖ If you have a life threatening medical emergency please call 999 immediately.

Useful Websites:-

Guildhall Surgery website	www.guildhallsurgery.co.uk
Find us on Facebook	https://www.facebook.com/GuildhallsurgeryClare/
Government COVID 19	https://www.gov.uk/coronavirus
Flu injections	www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/

The Guildhall Surgery Team