



GUILDHALL SURGERY NEWSLETTER SPRING 2025

❖ STAFF UPDATE!

- We're pleased to introduce our new receptionist Karen who joined us in January
- Nagla, our GP trainee joined us in February (see more in 'LEAD PRACTICE NURSE JODIE SAYS' section)
Welcome!!

❖ SPRING COVID-19 CAMPAIGN (added to website 13 Mar 2025)

We're pleased to advise that we will be holding a Covid Vaccination Clinic in the Old School on Saturday 05 April 2025 for patients aged 75 (by 17 June 2025) and from 18 years of age if immunosuppressed. If you are eligible you should have received an invitation, however, if you haven't and believe you are eligible, please call the surgery. We will also be vaccinating eligible patients from our primary care network group surgeries of Glemsford and Wickhambrook.

❖ WEST SUFFOLK RURAL (WSR) Primary Care Network (PCN) UPDATES –

- Victoria Dawson (previously Practice Manager at Glemsford Surgery) has been appointed to the role of Social Prescriber, working 12 hours per week, to support Wickhambrook patients. Simon Haffenden continues to provide social prescribing support to patients registered with GHS and Glemsford practices.
- On 10 March 2025, we changed providers for the provision of remote pharmacy services from Virtual Pharmacy to Clinical Pharmacy Solutions.
- In partnership with Sudbury Integrated Neighbourhood Team (INT) and the Sudbury PCN, WSR PCN will be holding 'Outreach' clinics in and around Sudbury. 'Stay Well' clinics will aim to offer patients, who may find it difficult to get to a surgery, the opportunity to find out more about health and community services in and around the area. Staff at the clinics will also be offering a range of health checks including blood pressure readings. The first Outreach clinic is planned for 2nd April at Cavendish Memorial Hall.
- Health and Well-Being coaches, Steve and Jamie, will be piloting a '6 week Healthy Living' group clinic from May. Patients who would like coaching support to achieve a more balanced healthy lifestyle, will be invited to join.

❖ DID NOT ATTENDS (DNA) – between for the 3 months between 01 December 2024 and 28 February 2025, 158 of our patients did not attend their appointments. PLEASE do check your appointment day/time and if you are unable to attend – **LET US KNOW** so we can re-allocate it and not waste precious clinician and nursing availability. Did you know that we have a cancellation line where you can leave a message when the surgery is open (see table below for info)?

❖ Guildhall Surgery Website and Facebook – Please do visit or follow our sites for plenty of useful information / links and events. You may also have seen that on Monday 27th January 2025 we changed our online consultation requests from 'e-Consult' to 'Anima', which seems to have been a seamless switch.... Please do visit our website for detailed information for this service; how to sign up to it, what it can and can't be used for, tutorial videos etc...

❖ **LEAD PRACTICE NURSE JODIE SAYS**

I hope you are well and are starting to feel that Spring is in the air!

With the change in season, comes the Spring Covid booster campaign for 2025. We will be busy at Guildhall over the next couple of weeks getting ready for our vaccination clinic over at the Old School Hall; it really is a team effort! This clinic will be held on Saturday 5th April, some of you may have already received your invitation and we are already seeing the clinic fill which is great! We still have spaces available so please do book (if you are eligible), as soon as you can.



I mentioned in the Winter Newsletter the new RSV (respiratory syncytial virus) vaccine that we started giving on 1st September 2024. We have seen a good uptake so far and we continue to invite and encourage our patients who are eligible to take up this vaccine. Just a reminder, if you are aged 75-79 you only have until the 31st August to receive this vaccine as, with the first year of the RSV campaign, we are able to vaccinate what is being called the 'catch up' cohort. From 1st September older adults will only be eligible for the RSV vaccine when turning 75. If you have turned 80 recently BUT were 79 on the 1st September 2024, you also remain eligible until 31st August. If you fall into these age ranges and want the RSV vaccine please be mindful you will NOT be eligible to receive the vaccine from 1st September 2025. Please do call the surgery to book your appointment so you do not miss the opportunity to have the RSV vaccine.

You may already have met our trainee GP Nagla, who joined us at Guildhall in February and will be with us until August, completing a 25 week GP training programme. Nagla is being mentored by Dr Walker along with Dr Bone's support. Having a trainee GP at the surgery is a positive move for the future of GP Practices. It is a pleasure to see Doctors wanting to come into primary care and we are very much enjoying having Nagla with us. Our reception team have guidance on what appointments can be booked in with Nagla, so if offered to you, please do accept to help us support her learning.

Lastly, I want to touch on annual diabetes reviews. If you are a person living with diabetes, you will be invited for an annual review leading up to your month of birth. You will be asked to collect a blood test form and a form & container for a urine sample. The blood tests and urine sample are an essential part of your diabetes review and without these up to date results, it is difficult for the nurse/GP to advise any medication changes you may need. Therefore, please do complete these tests prior to your appointment with the diabetes nurse (me!) so your results can be discussed.

I wish you all a Happy Easter and good health.
Jodie

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 the team 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 (details also available on our website under 'Services / Vaccinations')

FLU (Please be aware that the current campaign ends on **31st March 2025!**)

The flu vaccine can help protect against this potentially serious or life-threatening illness. It's offered on the NHS every year in autumn or early winter to people at higher risk of getting seriously ill from flu and its complications. You can get the free NHS flu vaccine if you: -

- are 65 and over (including those who will be 65 by 31 March 2025)
- have certain health conditions
- are pregnant
- are in long-stay residential care



- receive a carer's allowance, or are the main carer for an older or disabled person who may be at risk if you get sick
- live with someone who is more likely to get a severe infection due to a weakened immune system, such as someone living with HIV, someone who has had a transplant, or is having certain treatments for cancer, lupus or rheumatoid arthritis

Further information is available @ www.nhs.uk/conditions/flu/.

PNEUMONIA

Pneumonia is inflammation of the lungs, usually caused by an infection. Most people get better in 2 to 4 weeks, but babies, older people, and people with heart or lung conditions are at risk of getting seriously ill and may need treatment in hospital. It can also help protect against other illnesses such as sinusitis and ear infections.

Babies can have the [pneumococcal vaccine](#) from 12 weeks of age along with a booster dose at 12 months. Everyone over the age of 65, along with children and adults at a higher risk of getting seriously ill (underlying medical conditions), will be called for the vaccination throughout the course of the year. Did you know this vaccine can also help fight septicaemia and Meningitis? If you are on the fence about having the vaccination, please go to www.nhs.uk/conditions/pneumonia/ for more information or call the surgery to book an appointment.

SHINGLES

Patients who qualify (see table) will be called systematically to allow for the allocated and restricted amount of vaccinations we can order at a time. You can get shingles more than once, so it's important to get vaccinated even if you've had shingles before.

- People aged 70 to 79
- People who turn 65 on or after September 2023
- People aged 50 and over with a severely weakened immune system

Further information can be found at www.nhs.uk/conditions/shingles/

HPV (Human papillomavirus)

All children aged 12 – 13 (year 8) are offered the free HPV vaccination at school. However, some children may have missed the vaccination. If you are 18-24 and have not had the vaccination, you can still get it before your 25th birthday. Please call the surgery to book/discuss with the nursing team. Further information can be found at www.nhs.uk/conditions/human-papilloma-virus-hpv/

RSV (Respiratory Syncytial Virus)

Adults aged 75-79 and woman who are 28 weeks pregnant or more, are all eligible for this free vaccine to protect them from the RSV; an infectious disease of the airway and lungs which, in some cases, can lead to pneumonia and other life-threatening conditions. If you haven't been contacted and offered the vaccine and fall into the above cohorts please call and speak to reception to book an appointment. Visit www.nhs.uk/conditions/respiratory-syncytial-virus-rsv/ for further information.

WEBSITE

We hope you are finding our new style website (www.guildhallsurgery.co.uk), easier to navigate. The site contains a host of information, forms and links. It also has a 'search' feature, which can be useful if you are looking for something specific.

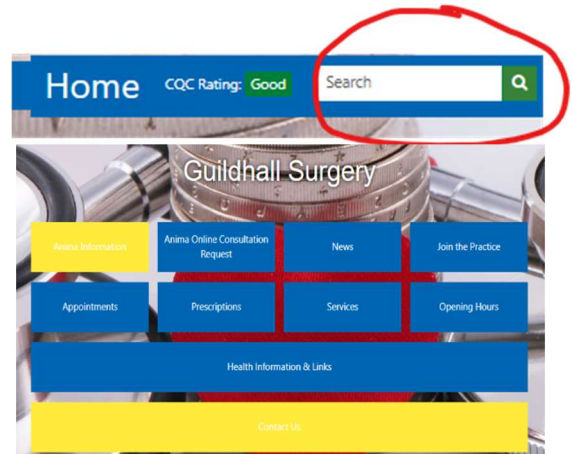
Why not have a look and see our what our latest news is!

Turning 70?

ELIGIBLE FROM (YOUR BIRTHDAY)	DATES OF BIRTH	PROGRAMME START DATE	PROGRAMME YEAR
70 th	1 September 1953 – 31 August 1954	1 September 2023	Year 1
	1 September 1954 – 31 August 1955	1 September 2024	Year 2
	1 September 1955 – 31 August 1956	1 September 2025	Year 3
	1 September 1956 – 31 August 1957	1 September 2026	Year 4
	1 September 1957 – 31 August 1958	1 September 2027	Year 5

Turning 65?

ELIGIBLE FROM (YOUR BIRTHDAY)	DATES OF BIRTH	PROGRAMME START DATE	PROGRAMME YEAR
65 th	1 September 1958 – 31 August 1959	1 September 2023	Year 1
	1 September 1959 – 31 August 1960	1 September 2024	Year 2
	1 September 1960 – 31 August 1961	1 September 2025	Year 3
	1 September 1961 – 31 August 1962	1 September 2026	Year 4
	1 September 1962 – 31 August 1963	1 September 2027	Year 5



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. Questionnaires are also always available in paper form in our downstairs waiting area. We also encourage our patients to visit our Facebook and Website for information, 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

These reviews are an essential part of the ongoing management of your condition/s (e.g. arthritis, asthma, diabetes, epilepsy, angina, heart failure, high blood pressure), and an opportunity to discuss any concerns you may have. The Surgery will be in touch to make an appointment for your annual review (by month of birth order). In some cases, blood test results will be required prior to the review and if necessary, a blood test form will be provided for you to book directly. Your review will then be scheduled in line with test result availability.

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

PRESCRIPTION REQUESTS & QUERIES

Your repeat prescription request is required in writing via the prescription post box located at the side of the surgery, or via the NHS app or online service. Patients should order their repeat medication when they have 7 days of medication left.

Our prescription team CANNOT take medication requests over the telephone; this is to minimise the risk of a potential error.

Please allow TWO working days for your prescription to arrive at your nominated Pharmacy (allowing additional time over bank holidays). Your Pharmacy may be able to sign you up for text alerts when your prescription is ready to collect.

For more information please visit: - [Prescriptions - NHS \(www.nhs.uk\)](http://www.nhs.uk)

For prescription or medication *queries*, please phone our dedicated PRESCRIPTION LINE (see below) and/or leave a message on their answering service and they will call you back (our Reception team will not be able to help you).

**CLINIC AND DISCHARGE LETTERS**

At time of your **discharge** from hospital, you will have been provided with your regular medication as a 'TTO' (To Take Out). Any medication amendments will be reconciled by the Surgery, upon receipt of your discharge letter. At your **clinic** appointment, the Consultant might suggest prescribing new medicines for you or might want to make changes to the medicines that you are already taking. The Consultant is responsible for giving you the first prescription to collect from the hospital pharmacy.

Our Doctors will only be able to continue prescribing this medication if the consultant requests this in a written clinic letter. This process usually takes around TWO weeks upon receipt of the clinic letter.

Private Consultants may suggest medications to patients which would not normally be prescribed by NHS GPs. If either the Consultant or your GP informs you that this is the case, then you will need to contact your Consultant directly to organise prescriptions.

For more information please visit: - [Being discharged from hospital - NHS \(www.nhs.uk\)](http://www.nhs.uk).

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 **Covid 19 symptoms** OR **diarrhoea/vomiting** but instead request a telephone appointment or complete an (Anima) on-line consultation request via the website. This will help to protect our staff and vulnerable patients. For the latest information on these subjects, visit <https://www.nhs.uk/conditions/covid-19/covid-19-symptoms-and-what-to-do/> and <https://www.nhs.uk/conditions/diarrhoea-and-vomiting/>.

INFORMATION

01787 277523 - Monday – Friday (exc. Bank Holidays & training events)	
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 & Cancellation Messaging Service - Option 1	
Prescriptions - Option 2	10:00 – 13:00
Secretarial - Option 3	14:00 – 16:00
Test Results - Option 4	16:00 – 18:30
Reports – Option 5	14:00 – 16:00
General Enquiries – Option 6	08:30 – 13:00 & 14:00 – 18:30

Integrated Care Board (ICB) Training Events

The Guildhall Surgery WILL BE CLOSED on the following days & times in 2025: -

- ❖ 12:30pm Thursday 22 May until 8am Friday 23 May 2025
- ❖ 12:30pm Tuesday 15 July until 8am Wednesday 16 July 2025
- ❖ 12:30pm Thursday 18 September until 8am Friday 19 September 2025 (updated)
- ❖ 12:30pm Tuesday 25 November until 8am Wednesday 26 November 2025

- 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
Facebook	https://www.facebook.com/GuildhallsurgeryClare/
Government COVID 19	https://www.gov.uk/coronavirus
Current Prescription and Pre-Payment Certificate Charges	https://www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/

The Guildhall Surgery Team