



## GUILDHALL SURGERY NEWSLETTER SUMMER 2025

### ❖ STAFF UPDATE!

- We're pleased to introduce our new receptionists Dawn & Val who joined us recently – welcome to the team!
- Our very best wishes to Janine who has now retired and planning to travel far and wide – enjoy!
- Farewell to Karen and Selina who decided to pursue a different career – best wishes
- Nagla, our trainee GP will be finishing with us in August, following which we will be welcoming a full time, GP Trainee – further details to follow.

### ❖ SPRING COVID-19 CLINIC

The clinic we arranged at the Old School on Saturday 05 April 2025 for patients aged 75 (by 17 June 2025) was well attended. We had a total of 582 booked appointments from across Guildhall, Wickhambrook and Glemsford surgeries 13.9% / 81 appts were unattended. Thank you to all the surgery staff and volunteers that supported.

### ❖ AUTUMN WINTER 2025/2026 FLU CAMPAIGN

Eligible cohorts for flu vaccination are based on the advice of the Joint Committee on Vaccination and Immunisation (JCVI). The programme aims to provide direct protection to those who are at higher risk of flu associated morbidity and mortality and to reduce transmission to all age groups through the vaccination of children.

The following cohorts are announced and authorised to be eligible to receive a flu vaccination:

From 1 September 2025:

- pregnant women
- all children aged 2 or 3 years on 31 August 2025
- primary school aged children (from Reception to Year 6)
- secondary school aged children (from Year 7 to Year 11)
- all children in clinical risk groups aged from 6 months to less than 18 years

From October 2025 (exact start date to be confirmed by NHS England in due course):

- those aged 65 years and over
- those aged 18 years to under 65 years in clinical risk groups (as defined by the Green Book, Influenza chapter 19)
- those in long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- frontline workers in a social care setting without an employer led occupational health scheme including those working for a registered residential care or nursing home, registered domiciliary care providers, voluntary managed hospice providers and those that are employed by those who receive direct payments (personal budgets) or Personal Health budgets, such as Personal Assistants.

### ❖ WEST SUFFOLK RURAL (WSR) PRIMARY CARE NETWORK (PCN) UPDATE

WSR PCN are working with our Sudbury Integrated Neighbourhood Team (INT) colleagues to provide 'Outreach' clinics to patients living in hard to reach areas. We recently held the first of these clinics in Cavendish when 20 people attended. We are now looking to see when and where we can offer additional 'Outreach' clinics as part of the INT and Health Inequalities work that all PCN's are required to deliver.

❖ **DID NOT ATTENDS (DNA)** – sadly we have seen another increase in patients that DNA for their appointment; for the 3-month period between 01 March and 31 May 2025, **203** of our patients did not attend their appointments (an increase of 45; 32 of which were specifically at the Covid Clinic). **PLEASE** do check your appointment day/time and if you are unable to attend – **LET US KNOW** so we can re-allocate 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)?

❖ **CALLS TO THE SURGERY**

We are still receiving calls to the surgery outside of the times our telephone lines are open – please see below when the telephone lines / departments are manned. It is also *only* during these opening times that you can request a call back service; once our reception staff are free, they will return your call and deal with your query - just follow the prompt / instruction when given.

The average telephone call waiting time average for April and May was 1 minute and 55 seconds.

❖ **Guildhall Surgery Website and Facebook** – Please do visit or follow our sites for plenty of useful information / links / events and updates. Details relating to online consultation requests from '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 .....**

Hello all!

Summer seems to be finally be arriving; let's hope that warm and sunny weather is coming our way! I hope you are all in good health and making some lovely summer holiday plans. If you are planning a trip overseas please do check if you require travel vaccinations and/or anti-malarial advice for your destination. You can do this by completing one of our Travel Risk Assessment forms which you can download and print from our surgery website or you can pop into reception and ask for one. The nursing team will not be able to offer you any vaccinations or travel advice unless you fill out this form and submit it for processing by the Practice Nurse; if it is identified that you require travel vaccines for your destination then a member of reception team will call you to arrange an appointment. It is important to keep yourself safe and well when travelling abroad. Please do complete and submit your travel risk assessment form in plenty of time in advance of your booked trip (ideally 6 – 8 weeks before your departure date) to allow time for your form to be processed and any appointments you need for vaccinations booked. If you submit your form too late there is a possibility that your form will not be processed and therefore you will not be seen for your travel advice and any vaccines you may require before you travel.



We are as busy as ever at the surgery with the completion of the Covid spring campaign, which I'd like to thank my fellow colleagues at Guildhall for all their hard work and support.

As the temperature increases I want to remind you all about the importance of keeping well and coping during a heatwave, as well as checking in on our elderly/frail relatives/friends neighbours etc to ensure they are well.

Most of us welcome the hot weather, but when it is too hot, there are health risks; dehydration (not drinking enough water) and overheating can make symptoms worse for people who already have problems with their heart or breathing. Heat exhaustion and heatstroke is also a risk.

A heatwave can affect anyone, but more so, some of the most vulnerable people including: -

- older people – especially those over 75 and female
- those who live on their own or in a care home
- people who have a serious or long-term illness
- people who are on multiple medicines that may make them more likely to be badly affected by hot weather
- those who may find it hard to keep cool: -
  - babies and the very young
  - the bed bound
  - those with drug or alcohol addictions or with Alzheimer's disease
  - people who spend a lot of time outside or in hot places
  - those who live in a top-floor flat
  - the homeless or those whose jobs are outside.

For tips on how to cope during a heatwave please see link for NHS advice [Heatwave: how to cope in hot weather - NHS](#).

I wish you all a beautiful summer making memories filled with warmth and laughter.

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** - see information above – 'AUTUMN WINTER 2025/2026 FLU CAMPAIGN'.

Further information is available @ [www.nhs.uk/conditions/flu/](http://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

<https://www.nhs.uk/vaccinations/pneumococcal-vaccine/>. 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/](http://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/](http://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/](http://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

### Turning 70?

ELIGIBLE FROM (YOUR BIRTHDAY)	DATES OF BIRTH	PROGRAMME START DATE	PROGRAMME YEAR
70 <sup>th</sup>	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

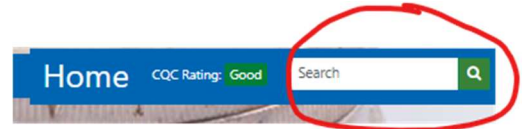
### Turning 65?

ELIGIBLE FROM (YOUR BIRTHDAY)	DATES OF BIRTH	PROGRAMME START DATE	PROGRAMME YEAR
65 <sup>th</sup>	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

and speak to reception to book an appointment. Visit [www.nhs.uk/conditions/respiratory-syncytial-virus-rsv/](http://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](http://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!

## 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: - <https://www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/>

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: - <https://www.nhs.uk/nhs-services/hospitals/going-into-hospital/being-discharged-from-hospital/>

### **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)	
Surgery Opening Times	08:00 – 18:30
<b>Telephone Opening Times: -</b> Appointments & Cancellation Messaging Service - Option 1	<b>08:30 – 13:00 &amp; 14:00 – 18:30</b>
Prescriptions - Option 2	10:00 – 13:00
Secretarial - Option 3	14:00 – 16:00
Test Results - Option 4	15:00 – 17:30
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 16 October until 8am Friday 17 October 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	<a href="http://www.guildhallsurgery.co.uk">www.guildhallsurgery.co.uk</a>
Facebook	<a href="https://www.facebook.com/GuildhallsurgeryClare/">https://www.facebook.com/GuildhallsurgeryClare/</a>
Government COVID 19	<a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a>
Current Prescription and Pre-Payment Certificate Charges	<a href="https://www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/">https://www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/</a>

## The Guildhall Surgery Team