



## GUILDHALL SURGERY NEWSLETTER AUTUMN 2025

### ❖ STAFF UPDATE!

- Nagla, our first trainee GP completed her training with us in August and has moved on to her next placement. We wish her as much success there as she experienced here.
- Our second GP trainee started with us shortly after Nagla's departure and we are very pleased to welcome to the team / introduce, Zaw, who will be with us until February next year.

### ❖ AUTUMN WINTER 2025/2026 COVID AND FLU

Once again, we are preparing for a clinic at the Old School hall on Saturday 04 October to deliver the flu and Covid booster vaccines to those eligible across our PCN (Primary Care Network). Invitations have now been sent out inviting you to book.

For autumn 2025, the Covid programme will run from 01 October to 31 January 2026 and will be offered to:

- adults aged 75 years and over
- residents in care homes for older adults
- individuals who are immunosuppressed aged 6 months and over

This represents a change from the autumn 2024 programme, which also included adults aged 65 to 74 and all those aged 6 months and over in a clinical risk group.

For Flu eligibility please see details under 'Vaccinations' heading below.

- ### ❖ NEW CANCER DIAGNOSIS
- A new diagnosis can bring about uncertainty and worry to the patient and their wider family. During this time, you may be looking for support outside of this immediate circle. The Cancer Care Navigator service located at West Suffolk Hospital can help you with any concerns that a cancer diagnosis may bring. They can give you a chance to discuss your physical and emotional health and wellbeing and has information on local activities and resources such as exercise programmes, benefits advice, support groups and complementary therapy. This is a fantastic service available to our patients. Please reach out to them if they can be of support to you or someone you know who may have had a cancer diagnosis. Their contact details are: -

Email: [Macmillan.navigators@wsh.nhs.uk](mailto:Macmillan.navigators@wsh.nhs.uk) / Tel: - 01284 713595  
(This information is also on our website.)

- ### ❖ DID NOT ATTENDS (DNA)
- For the 3-month period between 02 June – 29 Aug, 164 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 much needed clinician and nursing availability. Did you know that we have a cancellation line where you can leave a message? Please call the surgery during telephone opening times and selection Option 1, Option 1 - see table below.

## ❖ 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.

## ❖ GUILDHALL SURGERY - WEBSITE AND FACEBOOK – Please visit or follow our sites for plenty of useful information / links / events and updates including information relating to online consultation requests using 'Anima' and how to use this service.

## ❖ LEAD PRACTICE NURSE JODIE SAYS .....

Hello All 😊

Hope you all have had a wholesome and healthy summer!

Autumn is now fast approaching us and it is not just about the leaves falling and the crisp air; it's a season that encourages us to reflect on our health and well-being.

With the change in season comes our Covid and flu vaccine boosters which will soon be here. We will all be busy behind the scenes preparing for our Covid/flu clinic which we will be holding as usual over at the Old School hall. These clinics are always very busy and we manage to see a large number of our patients in one go. If you are eligible for the Covid and/or flu vaccines you will receive an invitation via text message or telephone call to book an appointment. It is important to keep yourself healthy during the winter months, so we encourage you to book an appointment with us on Saturday 4th October, the clinic is already filling up so please book as soon as you can.

In other news.... there have been some recent changes to the NHS England national cervical screening programme. From 1st July 2025, women with a cervix (aged 25 to 49) who test negative for HPV (human papillomavirus), will be invited for screening at 5-year intervals rather than 3. This is because they will be at very low risk of cervical cancer over 10 years and 5-year recalls will still be extremely safe. Please be reassured this change in the recall for women aged 25 to 49 is in line with major clinical evidence and a decision made by UK National Screening Committee (UKNSC). If you are aged 25 to 49 and have had your cervical screening before the 1st July this year and your result was negative, you will still be recalled for your next screening in 3 years. This change only applies if you had your cervical screening *after* the 1st July. The recall for women with a cervix aged 50 to 65 years of age has not changed and is remaining at 5-year intervals.

I hope you all have a pleasant autumn and embrace the beauty of the changing of colours of the leaves as we watch them fall and we head into winter.

"Autumn shows us how beautiful it is to let things go"

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/reason for appointment request; 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 (AUTUMN/WINTER)

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 01 October 2025 (until 31 March 2026):

- 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.

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 born on or after 08 April 2025 can have the pneumococcal vaccine from 16 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 unsure 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 18 and over with a severely weakened immune system (01 Sept 2025)






Further information can be found at [www.nhs.uk/conditions/shingles/](http://www.nhs.uk/conditions/shingles/)





## Eligibility for shingles vaccine

If you have a severely weakened immune system (as described in the Green book chapter) you will be offered the shingles vaccine from 50 years of age

If you are over 70 years of age and have not had shingles vaccine before you remain eligible up to your 80th birthday

ELIGIBLE FROM (YOUR BIRTHDAY)	DATES OF BIRTH	PROGRAMME START DATE	PROGRAMME YEAR
<b>CATCH UP STAGE 1</b>  <b>70<sup>th</sup></b>	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
<b>CATCH UP STAGE 2</b>  <b>65<sup>th</sup></b>	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
<b>CATCH UP STAGE 2</b>  <b>65<sup>th</sup></b>	1 September 1963 – 31 August 1964	1 September 2028	Year 6
	1 September 1964 – 31 August 1965	1 September 2029	Year 7
	1 September 1965 – 31 August 1966	1 September 2030	Year 8
	1 September 1966 – 31 August 1967	1 September 2031	Year 9
	1 September 1967 – 31 August 1968	1 September 2032	Year 10
 <b>60<sup>th</sup></b>	1 September 1968 – 31 August 1969	1 September 2028	Year 6
	1 September 1969 – 31 August 1970	1 September 2029	Year 7
	1 September 1970 – 31 August 1971	1 September 2030	Year 8
	1 September 1971 – 31 August 1972	1 September 2031	Year 9
	1 September 1972 – 31 August 1973	1 September 2032	Year 10
<b>ROUTINE</b>  <b>60<sup>th</sup></b>	on or after 1 September 1973	1 September 2033	Year 11 onwards

 **immunisation**  
The safest way – protect yourself

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### HPV (Human papillomavirus)

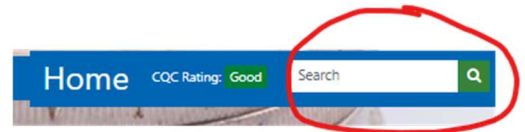
All children aged 12 – 13 (year 8) are offered the free HPV vaccination at school. However, some children may have missed the vaccination. If you are 18-24 and have not had the vaccination, you can still get it before your 25th birthday. Please call the surgery to book/discuss with the nursing team. 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 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 last training event for this year will be on the following day & time when Guildhall Surgery will be closed: -

12:30pm Wednesday 19 November until 8am Thursday 20 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.

During the above closures / training events, the practice will be closed for important clinical education and training purposes. Emergency cover will be provided, please telephone 111 to access these services:

- Telephone triage
- Face-to-face appointments

Repeat prescription requests **will not** be dealt with during these times so please ensure sufficient notice is given to enable your practice to provide these for you prior to practice closure dates.

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