

GUILDHALL SURGERY NEWSLETTER WINTER 2025

❖ STAFF UPDATE!

- Our second GP trainee Zaw has settled in very well after starting with us in August, already receiving several compliments from our patients. Zaw will be with us until February 2026, when our GP Trainer, Dr Walker, will welcome our 3rd trainee... more details to follow...
- Welcome to Daisy our Apprentice who joined us at the beginning of November. She is being mentored/trained in all activities relating to Reception and Administration by our experienced team to secure her Customer Service Level 2 qualification.
- Welcome also to our new receptionists Emma and Nina. They are currently in training with our Reception Team Leader as well as support from the rest of our experienced team.
- Having joined our nursing team is, Hayley, our new Healthcare Assistant. She will be under the guidance of Jodie, our Lead Nurse and supported by the rest of our clinical team.
- Our new GP Dr Myat Noe has now started with us and will generally be working on a Wednesday and Friday at the surgery.

Welcome to the Guildhall Surgery team!

❖ AUTUMN WINTER 2025/2026 COVID AND FLU

There is still time.....for you to receive your flu and/or Covid vaccinations before Christmas. We have vaccine available, so if you are one of the eligible cohorts of patients, please call the surgery to book your appointment. The flu campaign is running until 31 March and Covid booster until 31 January 2026.

We held a clinic to deliver these vaccinations at the Old School Hall on Saturday 04 October to those eligible across our West Suffolk Rural Primary Care Network (PCN) consisting of Guildhall and Wickhambrook surgeries. (Glemsford and Long Melford joined the Haverhill PCN, operating as part of Unity Healthcare and managed by the Suffolk GP Federation.)

Unfortunately, the clinic did not run as smoothly as it usually does, and we apologise to any patients that were detrimentally affected. We believe the issues were influenced by several factors: -

- Covid eligibility criteria were changed for this campaign to ONLY those over 75 years of age and the immunosuppressed; the 2024 autumn campaign additionally included adults 65-74. Many *ineligible* patients requested the Covid booster, so our teams had to double check each patient.
- The Clinic offered a total of 1284 appointments, with appointments from 09:00 – 13:30: -
 1. 480 Covid vaccination slots for eligible Glemsford patients
 2. 238 appointments for flu for those aged 64 and *under* and Covid booster, *if eligible*
 3. 566 appointments for flu for those aged 65 and *over* and Covid booster, *if eligible*
- Patients started arriving at the clinic from 08:30, creating queues before we were ready to start
- An additional flu and covid clinic was held at the Old Goods Shed at the country park resulting in additional cars to town.
- Use of an additional hall within the Old School was not available.

We will of course, take any lessons learnt and improvements to any clinics we hold in the future.

❖ **DID NOT ATTENDS (DNA)** – For the 3-month period between 01 September and 30 November, 223 of our patients did not attend their appointments. This includes 110 from 879 bookings at the Covid/Flu Clinic on 04 October. **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.

❖ **LEAD PRACTICE NURSE JODIE SAYS**

Hello to All,

I hope you have all managed to keep healthy as we enter the winter months; most of you have probably seen in the media the increase in influenza cases this year so far. If you are eligible for the flu vaccine on the NHS (see eligibility list below) and have not yet been vaccinated, please do call the surgery and get yourself booked in. We will be administering the flu vaccine until the end of March 2026, so there is still plenty of time to get vaccinated. Help to protect yourself and others around you this winter.

We have new member of staff who has joined the nursing team very recently, a new Healthcare assistant (HCA) called Hayley. We welcome Hayley to our team and look forward to working with her. Hayley will be completing training over the upcoming weeks and an induction period before she will be seeing her own patients, so you may see her sitting in and observing in clinic. Please do offer a friendly hello if you see her.

There are upcoming changes to the UK childhood vaccination schedule from 1 January 2026; from this date all children will be offered a combined measles, mumps, rubella and varicella (MMRV) vaccine instead of measles, mumps and rubella vaccine (MMR) as part of the childhood routine 2-dose vaccination schedule. Dose 1 will be offered at one year of age and dose 2 will be brought forward from 3 years 4 months to the new 18-month appointment. The MMRV vaccine helps protect children against measles, mumps, rubella and chickenpox (varicella). For further information on the new MMRV vaccine please see link to the UKHSA (UK Health Security Agency) [What is the MMRV vaccine and is my child eligible? – UK Health Security Agency](#).

I wish you all a merry Christmas, filled with festive joy and laughter and a happy and wholesome New Year! Jodie – Lead Practice Nurse.



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/.

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/ 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 number 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/

UK Health
Security
Agency

NHS

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

CATCH UP STAGE 1

 **70th**

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

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

 **65th**

CATCH UP STAGE 2

 **65th**

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

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

 **60th**

ROUTINE  **60th**

on or after 1 September 1973

1 September 2033

Year 11 onwards

Immunisation
The safest way - protect yourself

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.

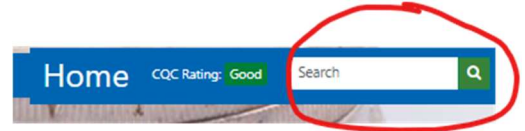
Please call the surgery to book/discuss with the nursing team. Further information can be found at www.nhs.uk/conditions/human-papilloma-virus-hpv/

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!

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
Telephone Opening Times: - Appointments & Cancellation Messaging Service - Option 1	08:30 – 13:00 & 14:00 – 18:30
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

Guildhall surgery will be **CLOSED** for important clinical education and training events for the below dates/times in **2026**. Emergency cover will be provided, please telephone 111 to access: -

- 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 us to provide these for you prior to the closures.

12:30pm Wednesday 25 February until 8am Thursday 26 February
 12:30pm Tuesday 12 May until 8am Wednesday 13 May
 12:30pm Thursday 10 September until 8am Friday 11 September
 12:30pm Wednesday 11 November until 8am Thursday 12 November

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/

Wishing all our patients and their families a very happy and healthy Christmas and 2026

The Guildhall Surgery Team

