



SURGERY NEWS - SUMMER 2024

HAPPY SUMMER SOLSTICE FOR 20THJUNE 2024!

- ❖ **CHECK IN SCREEN** - You may be aware of a new updated check-in screen in our ground floor waiting room for patients arriving for appointments. Whilst logging your arrival on our clinical system, the screen also gives us a chance to capture important data such as up to date contact telephone numbers and current smoking status on an annual basis (April-March). It also directs patients to wait in the upstairs waiting room if applicable.

A couple of developments with this technology:-

- We were recently made aware that patients were being asked the same questions even though they had completed on a previous occasion. We have since corrected this, so thank you for bringing to our attention.
- We are now also aware that there is not currently an option to opt out of inputting a mobile number, if you do not have one – we are currently in discussion for a solution to this with the supplier.

We always strive to make the check-in process as seamless as possible, so please do make us aware of any issues you encounter by speaking to the reception team or completing a suggestion form, so we can do our best to rectify them with the supplier of the software.

- ❖ **DID NOT ATTENDS (DNA)** – between 01 March and 31st May, we had **171** 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 CLINIC SPRING BOOSTER** –We held the clinic in the Old School on 27 April with a total of **740** appointments (out of 952) taken up on the day; 83 (11.2%) were DNA (Did Not Attend). A **BIG** thank you to all those that contributed to the running of the clinic and Guildhall partners for providing them lunch and refreshments throughout the day.
- ❖ **2024/2025 AUTUMN / WINTER** – SEASONAL INFLUENZA / COVID CAMPAIGNS – we anticipate that there will again be a seasonal flu and Covid vaccination campaign. We are awaiting further information regarding eligibility / start date and will update you once we have this information.
- ❖ Have you heard of, or know about **CLARE LIAISON AND SUPPORT PROJECT (CLASP)** ... a charity organisation established in 1985, unique to Clare and run entirely by local volunteers for the benefit and support of local residents:

Car-Aid - Lunch Club - Minibus - Shopping Trips - Table Sales

To find out more or volunteer, visit <https://clasp-clare.co.uk/>, email secretary@clasp-clare.co.uk or call 07934 087 559.

- ❖ **DEFIBRILLATORS** – Do you know where the nearest one is? It turns out that there are quite a few in the area! See below table of current locations and which on-line site they are registered with, where it also details their *availability* and *access* types.

These potentially lifesaving devices give a high energy shock to the heart of someone who is in cardiac arrest and actually *talk* you through how to operate. You can also learn how to operate a Defibrillator and / or perform CPR @ [British Heart Foundation](http://BritishHeartFoundation.org) – you never know – it could help save someone's life.

TITLE	ADDRESS	SITE REGISTERED ON:	
		Defib Finder UK	National Defibrillator Database
CALLIS COURT	CALLIS COURT, CALLIS STREET, CLARE, CO10 8PY	Y	Y
CLARE PLAYING FIELD ASSOCIATION	THE PAVILION, HARP LANE, CAVENDISH ROAD, CLARE, CO10 8PH	Y	-
CLARE MASONIC HALL	MASONIC HALL, CAVENDISH ROAD, CLARE, CO10 8PH	Y	Y
STOUR VALLEY COMMUNITY SCHOOL	STOUR VALLEY COMMUNITY SCHOOL, CAVENDISH ROAD, CLARE, CO10 8PJ.	Y	-
POSLINGFORD TELEPHONE BOX	POSLINGFORD TELEPHONE BOX, THE STREET, POSLINGFORD, CO10 8RA	Y	-
OVINGTON PARISH COUNCIL	ROAD VERGE ADJACENT TO UPPER FARM, CHURCH LANE, OVINGTON, SADBURY, CO10 8LD	Y	-
SUE RYDER FOUNDATION	THE OLD CINEMA, THE GREEN, CAVENDISH, CO10 8BB	Y	-
BELCHAMP ST PAUL C OF E PRIMARY SCHOOL	BELCHAMP ST PAUL CHURCH OF ENGLAND PRIMARY SCHOOL, VICARAGE ROAD, BELCHAMP ST PAUL, CO10 7BP	Y	-
THE COMMUNITY HOUSE	THE COMMUNITY HOUSE, GAGES ROAD, BELCHAMP ST PAUL, CO10 7BX	Y	-
GOLDINGS	GOLDINGS, BELCHAMP ROAD, PENTLOW, CO10 7JS	Y	-
STOKE ROAD OLD PHONE BOX	TELEPHONE BOX, SUFFOLK, CO10 8NT	-	Y
FOXEARH VILLAGE HALL	VILLAGE HALL, SUFFOLK, CO10 7JF	-	Y
BAYTHORNE END	EAGLE FARM CAR PARK ENTRANCE, ESSEX, CO9 4AF	-	Y
ASHEN	MEMORIAL VILLAGE HALL, SUFFOLK, CO10 8JS	-	Y

❖ **LEAD PRACTICE NURSE JODIE SAYS.....**Although the weather has not been what we have all hoped for during the spring months I hope you are all well and getting ready for any upcoming summer plans you may have. Let's hope the sun will 'get his hat on' soon enough! A couple of changes have occurred in the nursing team at Guildhall since our Spring Newsletter, our senior HCA Martin was offered a new job opportunity which he felt he could not turn down and has now left our team. Of course we were all very sad to see Martin leave as he had settled very well into the team at Guildhall, but we all wish him well in his new endeavour.



We have already managed to recruit a further Healthcare assistant who will be joining the ranks in September; I will share more information about them in our Autumn Newsletter so watch this space; for the time being, Practice Nurse Sandra and I will be doing our best to continue to meet all your nursing care needs.

I now would like to advise you about the whooping cough vaccination in pregnancy. You may or may not have seen in the media that Whooping cough (pertussis) rates have risen sharply in recent years and babies who are too young to start their vaccinations, are at greatest risk. Young babies with whooping cough are often very unwell and often have to be admitted to hospital because of their illness. Pregnant women can help protect their babies by getting vaccinated – ideally from 16 weeks up to 32 weeks pregnant as this maximises the chance that your baby will be protected from birth, through the transfer of your antibodies, before they are born. If for any reason you miss having the vaccine, you can still have it up until you go into labour. However for the best protection it should be given from the 16 to 32 weeks.

If you are currently pregnant and have not yet received your whooping cough vaccination then please do give our reception a call and book your appointment.

For further information around the whooping cough vaccination in pregnancy please click the link below: - [Whooping cough vaccination in pregnancy - NHS \(www.nhs.uk\)](http://www.nhs.uk)

I wish you all a beautiful summer full of warmth and good health, I'll leave you with this little summer saying....."Some of the best memories are made in flip flops!" Happy Summer everyone!

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:-

2024/2025 AUTUMN / WINTER – SEASONAL INFLUENZA / COVID CAMPAIGNS

See 'Surgery News' above.



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. 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 <https://www.pneumoaware.co.uk/> for more information or call the surgery to book an appointment with the nurse.

SHINGLES

Patients who qualify (see below) will continue to 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 who turn 65 on or after September 2023
- People aged 70 to 79
- People aged 50 and over with a severely weakened immune system

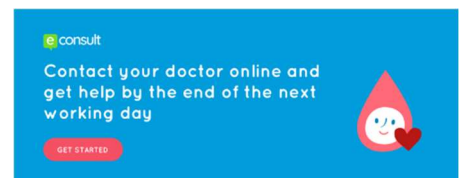
HPV (Human papillomavirus)

All children from year 8 are eligible for free HPV vaccination at school as part of the NHS national vaccination programme. However there are some children that have not been vaccinated. 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.

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.
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- 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

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.



Prescription Clerks 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 any Covid 19 symptoms but instead request a telephone appointment. This will help to protect our staff and 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	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 CLOSURES:-

- 12:30pm Tuesday 16 July until 8:00am Wednesday 17 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/
Current Prescription and Pre-Payment Certificate Charges	https://www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/

The Guildhall Surgery Team