

Silton Surgery

July Newsletter 2022

Reception: 01747 840226

We have been extremely short staffed over the last few weeks, due to illness. To make matters even more difficult during this August, Sept and October, many staff will be taking annual leave. Your understanding during this time would be appreciated as there may be delays in dealing with questions, answering the telephone etc, at busy times during the day. **Please allow three working days before collecting repeat medication.**

Just a gentle reminder, it is extremely helpful if patients can collect their medication and ring for results after 10:30am. Thank you for your co-operation.

If you have received notification that you are due a covid booster vaccination, please call 119 and discuss this. You can also book a vaccination online: [Find a walk-in coronavirus \(COVID-19\) vaccination site \(www.nhs.uk\)](#) We understand that currently there is a vaccination hub at Verrington Community Hospital in Wincanton. Unfortunately, we have not been able to access more covid booster vaccinations to give at the surgery.

Travel vaccinations

If you are travelling to a destination that may necessitate vaccinations you should make an appointment with one of the Practice Nurses, ideally at **least** 6 weeks prior to travel, preferably 8 weeks prior, to discuss vaccinations/boosters. Collect a pre-travel questionnaire from Reception or download from our website. Complete and return the questionnaire to the Surgery as soon as possible, at least 6 weeks before you are travelling. This will enable the Practice Nurse to obtain all relevant information and someone from the surgery will then inform you if vaccinations are recommended and book an appropriate appointment with a practice nurse. Please be aware there may be a charge for some vaccinations. If you need/want malaria medication, this is also chargeable.

We have a Repeat Prescription Request Box positioned outside the Surgery to enable patients to drop their requests in at any time. This is emptied twice a day; at 11:00 and at closing that day. Any requests left in the box after 11:00 will not be entered onto the system until the following working day.

Please do not try to verbally order prescriptions at Reception, if you do not have a repeat slip put your name, address and details of items required on a piece of paper and put in repeat request box

If you order online on a Friday evening, please remember this will not be seen and dealt with until 09.15am on the Monday morning (excluding bank holidays). So if you order online on a Friday evening the items would not be ready until the following Thursday, after 10.30am.

The Dispensary

(Telephone: 01747 84095. The dispensary is open from **09.15am Mondays to Fridays.** Please allow at least three working days for repeat prescriptions. This gives time for them to be checked by a Doctor. ***We prefer repeat prescriptions to be ordered online, or in writing. If possible, use the repeat request slip, rather than by phoning to help prevent errors.***

The Dispensary only dispenses medication to patients living one mile or more from a Chemist.

Getting the best out of your Appointments

10-minute appointments

Please remember that standard appointments are 10 minutes long, so if you require a longer appointment let the receptionist know at time of booking, wherever possible.

We run an appointment system in this practice. You will be booked into an appointment slot at the time which the doctor or nurse hopes to be able to see you. We will try to ensure that you are seen by the clinician on time, but some consultations take longer than others. If there is a patient with an emergency or a serious problem, we will give them priority. When there is a prolonged delay, an explanation will be given by the receptionist.

GP Telephone Calls

An alternative to seeing your GP is to pre-book a telephone consultation. You will be asked for a contact telephone number on which you can be reached between 09.00am and close of the surgery. You can specify at the time of booking if there is a particular time to avoid etc.

Practice Nurse or Phlebotomist?

We have a phlebotomist; Sandra, who can take blood samples and blood pressures. Therefore, if you need an appointment for routine bloods or a blood pressure check request an appointment with the Phlebotomist.

Reviews

If you receive a letter from the Surgery asking that you make a Review appointment, please do so as soon as convenient. Failure to attend a review appointment may result in a delay

when ordering your medication. During your review, your repeat medications will be updated, and this will enable the Dispenser to re-issue within three working days.

Emergencies

If you need medical assistance outside of our opening times, please contact NHS 111 by telephoning 111.

Accident and Emergency services are available at Salisbury District Hospital, Yeovil District Hospital and Bath Royal United Hospital

You should dial 999 immediately if you or someone else is seriously ill, for example if someone

- **has had a major accident**
- **has problems with breathing**
- **has severe chest pains**
- **is unconscious**
- **has lost a lot of blood**

Alternatively, there are **minor injury units** in:

Frome Community Hospital - 01373 454770

Open seven days a week 8am – 9pm (last patient admitted at 8.30pm). X-ray is available at Frome MIU during these times: 9am – 4pm Monday- Friday.

Shepton Mallet Community Hospital - 01749 342931

Open seven days a week 8am – 9pm (last patient admitted at 8.30pm). X-ray is available at Shepton Mallet MIU during these times: 9am – 5pm Monday- Friday

Wincanton Health Centre - 01963 435700 - Monday to Friday 08:30 – 18:30

Yeatman Hospital Sherborne - 01935 813991- Monday to Thurs 09:00 – 18:00 and Sunday 10:00 to 16:00. Ring 111 or go online for an assessment first. If you turn up unannounced at the Yeatman MIU, you will be assessed but could be directed elsewhere or given an appointment later that day or the next.

Westminster Memorial Hospital in Shaftesbury have not re-opened their 'walk in' MIU since covid started. If you need to be seen at Shaftesbury Hospital MIU, during the opening hours of the surgery, contact us so we can book you in alternatively if we are closed ring 111.

Minor Injury Unit staff can:

- stitch cuts
- remove foreign bodies from ears, noses etc
- remove splinters
- dress minor wounds, cuts, and grazes
- apply plaster casts
- provide screening and treatment for Chlamydia and treat
- sprains and strains
- minor broken bones
- minor burns and scalds
- minor head injuries
- insect and animal bites
- minor eye injuries
- other minor injuries

Practice Complaints Procedure

We constantly strive to give patients the best possible care and regularly review our services considering patient feedback.

Complaints can be made verbally to any staff or in writing; we also have a complaint form available from Reception.

For all written complaints we will acknowledge your complaint within 48 hours. Your complaint will then be investigated by the management team and within 4 weeks we will try to:

- address your concerns fully
- provide you with an explanation
- provide an apology if required
- discuss any action that may be needed
- arrange a meeting with all parties concerned and one of the Practice Partners

We hope that you will be satisfied that we have dealt with your complaint thoroughly. However, if this is not possible and you wish to continue with your complaint, we will direct you to the appropriate authorities.

If you would like to express your opinion on things you felt that we handled well here at the Surgery, please take the time to let us know, in writing if possible. Many thanks.

Reception Opening Hours

Monday 08:30 - 16:00 Except Bank Holidays

Tuesday 08:30 - 19:00

Wednesday 08:30 - 13:00

Thursday 08:30 - 18:45 **Closed 12:15 – 13:45 the 2nd Thursday of each month**

Friday 08:30 - 17:00 Except Bank Holidays

Saturday Closed **Sunday** Closed

Clinics

Dr Harding Mon mornings (afternoons at Maiden Bradley 5 – 6pm)
Tuesday mornings and afternoons
Thurs mornings and afternoons
Fri mornings and afternoons

Dr Graham Monday, Weds and Fridays (Mornings Only)

Dispensary Telephone 01747 840950
Telephone line open: Monday, Tuesday, Thursday and Friday
09:15 – 10:30 and then 14:00 – Closing.
Wednesday 09:15 – 12:00
Why not sign up for online access, so you can order repeat medication, please provide reception with an email address and a form of photographic ID