

# SPRING NEWSLETTER 2023



## MISSED APPOINTMENTS

Do you find it frustrating when you can't get an appointment? During the month of March there were 20 missed GP and Nurse appointments! Please let us know as soon as possible if you are not able to keep your appointment.

Our Reception Team are very dedicated and hardworking and have a lot of work to cover during their working day. Any tasks carried out by them are filtered down from our Doctors and Nurses, so please remember when speaking to them that they are only carrying out instructions. Without our hardworking team of Receptionists, we could not manage to provide the services we offer.

### **Hayfever**

As Spring arrives, so does hayfever for many patients. The symptoms of hayfever can include runny nose, itchy throat, sneezing, itchy and watery eyes, wheeziness, and cough. These symptoms can be miserable for some, so it is worth taking note of when in the year your symptoms tend to start. It is better to commence a daily antihistamine tablet a few weeks prior to your symptoms developing as this gives you the best opportunity to control your hayfever. Eye drops and nose sprays are very effective additions to the antihistamine tablet. Pharmacists are a wonderful source of advice regarding what can be purchased to combat hayfever over the counter.

### **Help us to help you.**

We are extremely busy booking appointments early in the morning and early afternoon. If you are ringing for a general enquiry i.e., test results, you may find it easier to get through to us between 10am and 1pm and again after 3pm.

If you are asked to bring a sample in (urine or stool) please collect an appropriate sample pot from reception and take home with you.

If you are asked to do a FIT test (faecal immunochemical test) by the GP (this is a stool sample), there will be an envelope waiting for you in Reception. The envelope contains everything you need: information on how to collect the sample, the sample tube, request form (completed by the GP) and pre-paid envelope to send to Southmead Hospital. Please follow the instructions card carefully.

### **Appointment times**

Please remember that your appointment time is **10** minutes. If you know that you need to see a Doctor for more than one problem, then please inform the receptionist of this when booking your appointment– it is becoming more apparent that patients are having to wait a long time to be seen for their appointment because some patients are taking up longer than the allocated 10 minutes!

## **'FRIENDS OF SILTON SURGERY' (formerly 'Silton Surgery Fund')**

This Fund has been going for more than 15 years during which time it has carried out its charitable objective of patients funding the purchase of equipment of direct benefit to patients, over and above that funded by the NHS. We would like to let patients know about some recent changes:

## Management Committee

Three volunteer patients solely manage the Fund. Sadly, after many years as Treasurer, Alan Baylis recently passed away so there have been changes:

**David Hines** is the new Treasurer.

**Liz Baylis** has taken over from Margaret Martin.

**Rev Peter Lewis** continues in his role.

The Committee and the Surgery would like to record how grateful and appreciative we all are to Alan and Margaret for their long involvement in the management of the Fund, and to Peter too.

## Change of Name

We have very recently changed the name of the Fund to 'Friends of Silton Surgery', the objective being to clarify and strengthen the relationship between patients and the Surgery through the Fund. All patients of the Surgery automatically become a 'Friend'.

## Fund Income

The Fund relies on donations and also in the past from fund-raising efforts by patients. Donations to the Fund are kindly received by the Surgery from gifts in Wills, 'In Memoriam' donations, donations made by patients at the Surgery itself, and from a local charitable organisation. All of this shows there is a lot of goodwill being demonstrated towards the Surgery.

Please look out for our new 'Friends of Silton Surgery' Donations Box at the Reception Desk. Please note that donations by cheque should now be made payable to 'Friends of Silton Surgery'. If you wish to donate direct by bank transfer, then the Fund bank details are available from the Surgery.

The Management Committee, Doctors and Surgery staff would like to thank all those who have made donations to the Fund, which directly benefits patient health and wellbeing.

## Fund Spend

Over the past ten years for example, your kind donations have funded spend of direct benefit to patients over and above that funded by the NHS on:

Home blood pressure monitors

New wipe-clean Reception chairs

Spirometry course for nurses to learn how to use new lung capacity measuring equipment.

Pharmacy Fridge for proper storage of medicines

Heart ECG Cardioscan DMS Holster Recorder Upgrade

The “Aims” of the Fund has recently been broadened to provide the potential for the Surgery to request funding, not only for equipment, but also for other types of health-related support for patients.

We hope that you find these updated details about the Fund of interest, and we thank you all again for your ongoing support.

David Hines Liz Baylis Rev Peter Lewis

### **NON-NHS / PRIVATE WORK**

We are receiving an increasing number of requests for letters and reports that are classed as **non-NHS or Private work**.

If you request a report/letter of this nature, please be aware that there will be a charge for this to be paid in cash/cheque or via BACS and that you should submit your request early to avoid disappointment. **The Doctor will require at least 14 days following your request to complete any report or produce a letter.**

**Please note that Silton Surgery does not provide the following:**

- For safety reasons, we do not accept prescription requests **verbally** at the **Reception desk** (there is a generic form that the patient can complete and put into the request box)
- We no longer arrange hospital transport for patients. Patients can arrange their own transport by telephoning 01278 727410.
- Dental services, any dental problems should be dealt with by your own dentist.

**NHS Hearing Aid Batteries:** We now have a supply of NHS Hearing Aid Batteries, provided by Audiology at Salisbury District Hospital. If you are in possession of a NHS Hearing Aid that **has been given to you by Salisbury Hospital**, we can supply you with new batteries. We do need to see and write in your white record book. Contact Audiology on 01722 429335 if you do not have a card or have mislaid it. We would request that you leave it until after 10:30am to use this service.

### **Volunteer Drivers (Mere and District Link Scheme)**

Many of our patients use the services of our local volunteer drivers via Mere and District Link Scheme. They are also kind enough to deliver medication to our housebound patients each Friday, excluding bank holidays. If you have any spare time and would like to help out the local community, contact 01747 860096.

**We would like to hear your views and what information you think should be in the next Newsletter.**

### **PATIENT PARTICIPATION GROUP (PPG)**

A patient participation group or PPG is a small group of patients who are registered with an individual GP practice who represent the patient voice for that practice. PPGs are led by GP practices to engage with their patients to improve their services and to gain their input on key decisions regarding the practice.

Patient involvement in health is currently a high priority in the NHS. With the transition to GP commissioning this will become more and more important to practices

Each PPG is unique: evolving to meet local needs. PPG works with the practice to:

- Offer patient perspective on services provided by the practice.
- Contribute to the continuous improvement of services.
- Foster improved communication between the practice and its patients.
- Help patients to take more responsibility for their health.
- Provide practical support and help to implement change.

If you are interested in taking part in a PPG, ask at Reception. Here at Silton Surgery we send out questionnaires to participants via email.

Silton Patient Participation Group

You will usually be contacted via email to ask for your views and opinions on various matters concerning the practice and building.

First name:	Surname
Title: Mr/Mrs/Miss/Ms/Other	
Email address:	
Address:	
Postcode:	
Home Phone No:	
Mobile Phone No:	
Work Phone Number:	

I give my consent for these contact details to be retained for use by Silton Surgery Patient Participation Group.

I understand that my details will not be passed to a third party under any circumstances.

Signed.....

Date.....