



We were extremely pleased to receive so many kind and complimentary comments over the Christmas period. So, thank you, your positive feedback helps our staff morale. We were also very fortunate to receive kind gifts of chocolates and biscuits. Again, we would like to thank you, but our waistlines may not!

The country is experiencing a surge in covid, flu and strep A. We ask that patients wear a face covering when they enter the surgery as this is a proven method to reduce the spread of these viruses. We need to keep our staff and patients safe. If you do not have a face covering when you arrive at the surgery, we can provide you with one. By wearing a face covering, washing hands regularly and staying at home when you feel ill you will be helping take the pressure off an already stretched NHS.

#### **Five tips for preventing cold weather asthma symptoms:**

1. Keep taking your regular preventer medicines as prescribed by your doctor.
2. Always keep your blue reliever inhaler with you.
3. If you find you are using your inhaler more often than usual, ask for a medication review.
4. Wrap up well and wear a scarf over your nose and mouth – this will help to warm up the air before you breathe it in.
5. Take extra care when exercising in cold weather. Warm up for 10-15 minutes and ask your GP if they suggest taking one or two puffs of your reliever inhaler before you start.

**How to keep your home warm:** Follow these tips to keep you and your family warm and well at home:

- if you are not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C (65F)
- keep your bedroom at 18C all night if you can – and keep the bedroom window closed
- during the day you may prefer your living room to be slightly warmer than 18C
- to reduce the risk of **sudden infant death syndrome (SIDS)**, babies should sleep in rooms heated to between 16C and 20C
- if you are under 65, healthy and active, you can safely have your home cooler than 18C, if you are comfortable
- draw curtains at dusk and keep doors closed to block out draughts
- get your heating system checked regularly by a qualified professional

#### **ANTIBIOTIC PRESCRIBING**

Antibiotics are increasingly in the news and the subject is making an impact at National Level.

- Antibiotics do not fight infections caused by viruses like colds, flu, most sore throats, bronchitis and many sinus and ear infections.
- Taking antibiotics for viral infections will not cure the infection or keep other people from getting sick. They will not help you or your child feel better, may cause unnecessary and harmful side effects, and may contribute to antibiotic resistance.
- Rest, fluids and over the counter products may be your best treatment option. For more information visit [www.nhs.uk/conditions/antibiotics](http://www.nhs.uk/conditions/antibiotics)

## **Urgent Medication Issues**

Like many other surgeries, repeat prescriptions need three working days for us to process for those patients that we dispense to. This gives us time to perform checks and maintain safety. We are getting increasing numbers of requests for repeat medication to be issued urgently due to a lack of simple forward planning from patients. Such requests delay other patients' prescriptions and increase the risk of mistakes.

## **Online access**

By registering for on-line access, you will be able to see and request repeat prescriptions and download your past medications, allergies, and immunisations. To register simply present yourself at the reception desk with a photographic proof of ID and your current email address.

**Unused medication:** If you do not wish to take a medication prescribed by the GP, please let us know. Do not order the item along with your other repeats. We have recently had a few months' worth of unopened and unused medications returned to the surgery. These medications must then be destroyed, and this obviously has a financial implication and is a waste of NHS resources at a time when we sometimes struggle to obtain certain medication.

## **PATIENT CONTACT INFORMATION**

Is the information the surgery holds on you and your family up to date? Have you changed your email address, mobile telephone, or land line number? If so, please let the surgery know so your records are updated and to ensure we can keep in contact with you.

## **APPOINTMENTS**

If your doctor or nurse asks you to make a follow up appointment (for e.g., in 2 weeks' time) please book this before you leave the surgery rather than waiting until the appointment is due when you may find there are no slots available. When

booking online, make sure that the appointment is long enough for what you need e.g., a double appointment if you have more than one problem. Thank you.

**TEST RESULTS (i.e., blood tests or x-ray results)**

In order to find out the results of your tests please ring the surgery **in person after 10.30am** (We cannot give your results to anyone else unless we have your written permission to do so.) The receptionist will be able to inform you if the results are normal or if you need to be seen by your doctor and appointments can then be made as necessary.

Appointments for blood tests and the deliveries of specimens to the surgery should be made **before 11.45am on a Monday or a Wednesday**, to catch the courier who collects such items and transports them to the lab at the hospital at approximately **12.00 noon**. However, we do now have an afternoon collection by the courier on Tuesdays, Thursdays, and Fridays. So, you can book a blood test, or drop a sample off before 16:30 on Tues, Thurs, and Fri.

**When the surgery is closed**, you can access out of hours care by ringing **NHS 111**

*For advice on non-urgent problems, for example; aches and pains, sore throat, coughs, colds, flu, conjunctivitis, earache, cystitis and skin rashes. Try your local pharmacy if your GP Surgery is close*



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Dorset SP8 5DF

Telephone: 01747 840226

Dispensary: 01747 840950

Email: [silton.surgery@nhs.net](mailto:silton.surgery@nhs.net)

Website: [www.siltonsurgery.nhs.uk](http://www.siltonsurgery.nhs.uk)

**OPENING HOURS**

The normal opening hours for Reception at The Surgery are: -

Monday 8.30 to 16.00

Tuesday 8.30 to 19.00

Wednesday 8.30 to 13.00  
**(Closed Weds Afternoon)**

Thursday 8.30 to 18.45  
**(Closed 12.15 -1.45 2nd Thursday each month)**

Friday 8.30 to 17.00

**WE ARE CLOSED ON BANK HOLIDAYS**