



## Silton Surgery Newsletter Winter 2023/4

We are 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 are also very fortunate to receive kind gifts of chocolates and biscuits. Again, we would like to thank you, but our waistlines may not!

### Opening Hours for Christmas and New Year 2023

Friday 22<sup>nd</sup> December – 08:30 – 17:00

Monday 25<sup>th</sup> December – Christmas Day – Closed

Tuesday 26<sup>th</sup> December – Boxing Day - Closed

Wednesday 27<sup>th</sup> December – 08:30 – 13:00

Friday 29<sup>th</sup> December – 08:30 – 17:00

Monday 1<sup>st</sup> January 2024 – New Years Day - Closed

Tuesday 2<sup>nd</sup> January 2024 – 08:30 – 19:00

### Repeat Prescriptions Deadline

Please consider the demand for medication, during this festive period, on our Dispensary Team. **There is no need to try and order two months' worth of medication**, as we will only be closed for two days over the Christmas period and one day over the New Year.

**The last date to order your repeat prescription in time for Christmas is:**

**Tuesday the 19<sup>th</sup> December 2023**

**THANK YOU**

The Partners and Staff of Silton Surgery wish you the compliments of the season. Have a safe and happy holiday period.

### Spending Christmas away from home?

Remember it is your responsibility to ensure you take your regular medications away with you. It can be extremely difficult and time consuming, for both us and you, to arrange for replacement medications with an out of area chemist or GP surgery. During Christmas this situation is worse as all services are stretched at this time.

**Please advise the surgery** if you are unable to attend for a booked appointment. We have had quite a few patients not attending for their practice nurse appointments!



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### Pharmacy Changes:

The Boots pharmacy on Wincanton High Street is closing on 1<sup>st</sup> March 2024. Patients currently using them are being sent to alternate pharmacies to ensure a smooth transition for all involved. If you currently use the High Street store and believe that you live further than 1 mile away from Dykes Way (as the crow flies) please contact us as you may be eligible to have your medication dispensed directly from the surgery.

FOSS (The Friends of Silton Surgery) have funded the following

- Our new clinical room is available to use. The couch from the Practice Nurse's treatment room has been rehomed in the new room.

We would like to thank the patients that donate and purchase books at the surgery. The money is passed to FOSS for them to use for the benefit of our patients.

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If you have forgotten or lost your repeat medication and are away from home and in the UK. You can either sign on as a temporary patient at a local GP surgery or enquire at a community pharmacy if they will consider issuing you an emergency supply of your medication. Silton Surgery does not do EPS (electronic prescription service). As we are a dispensing pharmacy we do not need to. This does mean we can't send a prescription electronically to a community pharmacy.

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I'm sorry to report that we have had a few more incidences of patients or their representatives being rude to our staff. We are not perfect, but we strive to do the best we can. Rudeness is not acceptable.

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Friends and Family questionnaire. You will find these on the reception desk please feel free to complete one, your feedback is appreciated. It is anonymous.

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Our website has information that you may find helpful. Opening hours, forms to register, news items, or change your details etc.

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



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### Firearms applications:

We have had quite a few applications for firearms certificates being left at the surgery. The GP must examine the patients notes before completing the report. This is not an NHS service and therefore a fee of £25.00 will be required. At busy times the form may not be ready for 14 days. You can pay using cash, cheque, or BACS: The Silton Surgery, 30-93-45, 00115607.

### Online ordering:

You can register for online access at reception. Bring a form of photo ID and a current email address. You can order **repeat medication**, book GP appointments and view parts of your medical record.

### Shingles Vaccinations:

You may have seen the adverts regarding Shingles vaccinations. Unfortunately, the publicity is rather misleading. You can check for details on the government website for shingles but basically the eligibility is:

*Everyone aged between 70 and 79 years is eligible for the shingles vaccine **up to 79 years of age.***

*Or if you are **65 on 1<sup>st</sup> Sept 1958 – 31<sup>st</sup> August 1959.** Patients who are 66, 67, 68 or 69 are **NOT** eligible at present but we anticipate a catch up service for these patients in future years*

*However, if you have a severely weakened immune system, you will be eligible for shingles vaccine from **50 years of age.***

*The Shingrix vaccine is given in 2 parts 6 months apart.*

### Home Blood Pressure Machines:

We have lost track of several of our home blood pressure machines that we lend to patients. Please can we ask that when you have completed your recording period that you return them to the surgery so that we can clean it and have it ready for another patient to use. If you do currently have one,



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please be advised that we will require it to be returned by March for us to carry out annual recalibration of the machine.

### **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 (Afternoon closed)
Thursday	8.30 to 18.45 (Closed 12.15 -1.45 on 2nd Thursday each month)
Friday	8.30 to 17.00

### **OPENING HOURS OF DISPENSARY PHONE**

***Mon, Tues, Thurs and Fri: 09:15 -10:30 and 14:00 – Closing***

***Weds: 09:15 – 12:00***

**Silton Surgery, Gillingham Road, Silton, Gillingham, Dorset SP8 5DF.**

**Reception: 01747 840226      Dispensary: 01747 840950**

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

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