



## Winter Newsletter 2021/2022

**New members of staff:** Lindsay and Sam have joined Silton Surgery, this November, as receptionists. Lindsay is a trained pharmacy dispenser and Sam will be undertaking dispensing training in due course. Lindsay will require training in our dispensary as there is a difference between a Dispensing Doctors and a Community Pharmacy. Please be patient whilst they are both in training. Reception is quite complex, and they will have their hands full, learning the ropes.

**Covid Booster Vaccinations:** There has been a lot in the news lately, about the change of the time period between the 2<sup>nd</sup> Covid vaccination and the Covid booster vaccination. You will be contacted, either by the NHS or the surgery via text or email if possible, when you are eligible to receive the booster. We have heard that The Haynes Motor Museum at Sparkford is no longer doing 'walk in' covid booster appointments.

**Flu vaccinations:** We have struggled to obtain stock of the influenza vaccinations this year. We are currently making efforts to obtain more Flu vaccinations in the hope that all our eligible patients, who wish to be vaccinated, can be vaccinated at the surgery.

### Opening Hours for Christmas and New Year 2021

Friday 24<sup>th</sup> December – Christmas Eve – 08:30 – 17:00

Monday 27<sup>th</sup> December – Bank Holiday – Closed

Tuesday 28<sup>th</sup> December – Bank Holiday - Closed

Wednesday 29<sup>th</sup> December – 08:30 – 13:00

Friday 31<sup>st</sup> December – New Year's Eve - 08:30 – 17:00

Monday 3<sup>rd</sup> January 2022- Bank Holiday- Closed

Tuesday 4<sup>th</sup> January 2022 – 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:

**Monday the 20<sup>th</sup> of December 2021**

**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.

**Identity theft:** A patient has brought to our attention that the information on our medication bag labels could be used to carry out identity fraud. Please consider how you dispose of the bag label to ensure your personal information is safe and secure. It is important that we have all of the information to hand, so we can check carefully when handing the medication out.

**Change in fire arms assessments:** Some Police Forces, Wiltshire being one, are now asking the GP to complete a medical report before they consider issuing a shot gun certificate. This is quite time consuming and not an NHS service, so therefore it is chargeable. Up until now the process was much simpler and Silton Surgery, unlike many other surgeries, absorbed the cost involved.

### **Minor Ailments Service**

Your local high street pharmacy can provide confidential, expert advice and treatment for a range of common illnesses and complaints, without having to wait for a GP appointment. The minor health conditions which are covered under the scheme are: eye infections: hay fever: head lice: migraine: oral thrush (in babies): constipation: diarrhoea: indigestion: heartburn: piles: threadworms: cystitis: thrush: rashes: impetigo: scabies: acne: athlete's foot and gout.

To locate your nearest pharmacy, visit [www.nhs.uk](http://www.nhs.uk).

*Self-care is the best choice to treat very minor illnesses, ailments, and injuries. A range of common illnesses and complaints such as coughs, colds, sore throats, upset stomachs, and aches and pains can be treated with a well-stocked medicine cabinet and plenty of rest.*

### **What is self-care?**

Self-care is about looking after yourself, from exercising to taking medicine when you have a cold. The activity you do each day to stay fit and healthy is self-care.

### **Self-care essentials**

- Paracetamol
- Indigestion remedies
- Thermometer
- Anti-diarrhoeal medicine
- Re-hydration mixtur

## My Quarterly Moan!

We **all** must continue to wear a face covering when inside the surgery building. If you do not wish to wear a face covering, you will need to ring Reception once you have arrived at the surgery car park, so that we can bring your medication etc outside to you. We do not want to be forced into the situation of having to return to closing our front doors and dealing with patients through the window again!

Several patients are still trying to verbally order their medications at the reception desk. Receptionists may not be trained dispensers and they are already dealing with their own tasks. Often the situation is made worse by the patient not knowing or remembering the name of the medication they require. Saying 'it's the one I take in the morning' or 'it's for my gout' is not good enough. We want to ensure that you receive the medication you need when you need it. From a safety point of view errors can easily be made if you order verbally at the Reception desk. The safest way to order is to use your repeat slip, which is put in your bag with your medication. If you have lost your repeat slip, or are ordering an acute medication, you can use the blank slips provided on the reception desk to write down your details and the **name of the medication** and then place in the request box. You can also order **repeats** on-line, just provide proof of your identity and an email address at Reception and you will be supplied with a username and password. Failing all that, you can ring Dispensary and speak to a trained dispenser on 01747 840950, Mon, Tues, Thurs, and Fri: 09:15 – 10:30 then 14:00 until closing, weds 09:15 - 12:00, to order from a dispenser who will have your history in front of her.

The Dispenser is very busy in the mornings so may not be able to answer the phone promptly. Please give her time!

After all that moaning, we would like to thank everyone for their patience when we are running late and understanding when we are busy and not able to deal with patients straight away. Particularly as we have been so short staffed over the last few months. We do appreciate that when people are attending the Surgery they may be stressed, worried or in pain. However, most of our patients and their representatives still seem able to treat our staff with politeness and courtesy which is very much appreciated.

**Minor Injury Units ARE NOT WALK IN CENTRES** – all patients should have a pre-booked appointment to be seen in a **Dorset** MIU.

For patients to be seen in an MIU in Dorset they must ring 111 themselves and be assessed by a health advisor, if it is deemed, they need an appointment in an MIU this will be booked by the 111-health advisor on the call.

**If your injury is not life threatening or serious, minor injuries units and urgent care centres can treat:**

- sprains and strains
- broken bones
- wound infections
- minor burns and scalds
- minor head injuries
- insect and animal bites
- minor eye injuries
- injuries to the back, shoulder, and chest

Frome Community Hospital Somerset, we understand does currently accept 'walk ins'. Hopefully if they are not put under too much pressure they will continue to do so.

### **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 2nd Thursday each month)
Friday	8.30 to 17.00

**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)**