**SILTON SURGERY**

**WINTER NEWSLETTER 2017/18**

So the Winter is upon us again and we are gearing up for Christmas and the New Year. Christmas Day falls on a Monday this year, resulting in the Surgery being closed for a total of 4 days in a row. Patients who are on repeat medication should ensure, that if they require medication before we close at 17.00 on Friday the 22.12.2017, they order their repeats by close of business on Tuesday the 19th December. This will give the Dispensary enough time to order in and dispense.

We were extremely pleased to receive so many kind and complimentary comments following the item mentioned in our previous ‘Autumn Newsletter’ regarding the negative feedback. We were almost blushing!

We have been told recently that patients are receiving letters that are offering a home delivery service of their repeat medications. This is not connected with, or recommended by us. These are private companies which contract to the NHS. If a large number of patients agree for a private firm to dispense their scripts, this would have a detrimental effect on the Surgery and could result in the practice not being viable in the future. We have an arrangement with The Mere & District Link Scheme, whereby they kindly deliver patients medications on a Friday only. This is for those patients who have a real difficulty in collecting from the surgery themselves.

**PLEASE NOTE WE WILL BE CLOSED FROM:**

17:00 Friday 22nd December 2017 until 08:30 Wednesday the 27th December

And

17:00 Friday 29th December 2017 to 08:30 Tuesday 2nd January 2018

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

1. Keep taking your regular preventer medicines as prescribed by your doctor.

2. Keep your blue reliever inhaler with you at all times.

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're 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)**](https://www.nhs.uk/conditions/Sudden-infant-death-syndrome/Pages/Introduction.aspx), babies should sleep in rooms heated to between 16C and 20C
* if you're under 65, healthy and active, you can safely have your home cooler than 18C, if you're 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 sure 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

**Urgent Medication Issues**

Like many other surgeries, repeat prescriptions need two or three working days for us to process. 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.

**On line access**

By registering for on-line access you will be able to see and request repeat prescriptions, book or cancel appointments 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.

**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 are able to 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 deliveries of specimens to the surgery should be made **before 11.45am** in order to catch the courier who collects such items and transports them to the lab at the hospital at approximately **12.00 noon.**

**Shingles**

Can occur at any age, with the highest incidence seen in older people: over 50,000 cases occur in older people aged 70 years and above each year. The incidence and severity of Shingles increases with age and this is thought to be associated with waning immunity. You are entitled to a Shingles vaccine when you reach your 70th birthday. You are also entitled to it if you are 78/79 (as part of the catch up cohort) or have existing eligibility, if you turned 70 on or after 01/09/13. Please call us to check your eligibility and make an appointment. If you fit the age range criteria, we recommend that you have this vaccine to receive the best possible health care.

The “summary care record” contains a list of your medication/s and allergies and your name, address, date of birth and unique NHS number to help identify you correctly.

If you choose to opt out of having a Summary Care Record and do not want a SCR, you need to let us know by filling in and returning an opt-out form available from our website, or from reception.

If you are unsure if you have already opted out, you should contact us. You can change your mind at any time by either filling in an opt-out form or asking us in writing to create a Summary Care Record for you.

**For further information look at:** [**http://systems.hscic.gov.uk/scr/patients/what**](http://systems.hscic.gov.uk/scr/patients/what)

**When the surgery is closed,** you can access out of hours care. There are two phone numbers for this service depending on the time of day.

Basically, after 6.30 pm and before 8 am, at weekends and on public holidays contact:

**NHS 111**

Between 8.00am and 8.30am and any other times we are closed, call:-

**01249 454080**

*For advice on non-urgent problems, for example; aches and pains,* [*sore throat*](https://www.nhs.uk/conditions/sore-throat/Pages/Introduction.aspx)*,* [*coughs*](https://www.nhs.uk/conditions/cough/pages/introduction.aspx)*,* [*colds*](https://www.nhs.uk/conditions/Cold-common/Pages/Introduction.aspx)*,*[*flu*](https://www.nhs.uk/conditions/Flu/Pages/Introduction.aspx)*,* [*earache*](https://www.nhs.uk/Conditions/Earache/Pages/Introduction.aspx)*,* [*cystitis*](https://www.nhs.uk/Conditions/Cystitis/Pages/Treatment.aspx)*and skin rashes. Try your local pharmacy if your GP Surgery is closed:*

**Local Pharmacies and their Usual Opening Hours**

**Peacemarsh Pharmacy**

Telephone: 01747 825481  
Middlefield House, Marlott Road, GILLINGHAM, Dorset, SP8 4FA

|  |  |  |  |
| --- | --- | --- | --- |
| **Monday** | 09:00 - 13:00 | 14:00 - 18:15 |  |
| **Tuesday** | 09:00 - 13:00 | 14:00 - 18:15 |  |
| **Wednesday** | 09:00 - 13:00 | 14:00 - 18:15 |  |
| **Thursday** | 09:00 - 13:00 | 14:00 - 18:15 |  |
| **Friday** | 09:00 - 13:00 | 14:00 - 18:15 |  |
| **Saturday** | Closed | | |
| **Sunday** | Closed | | |

**The Barn Surgery Pharmacy**

Telephone: 01747 826709  
Barn Surgery, High Street, Gillingham, Dorset, SP8 4XS

|  |  |  |  |
| --- | --- | --- | --- |
| **Monday** | 09:00 - 13:30 | 14:30 - 18:30 |  |
| **Tuesday** | 09:00 - 13:30 | 14:30 - 18:30 |  |
| **Wednesday** | 09:00 - 13:30 | 14:30 - 18:30 |  |
| **Thursday** | 09:00 - 13:30 | 14:30 - 18:30 |  |
| **Friday** | 09:00 - 13:30 | 14:30 - 18:30 |  |
| **Saturday** | Closed | | |
| **Sunday** | Closed | | |

**Dudley Taylor Pharmacies Ltd**

Telephone: 01747 822427  
The High Street, Gillingham, Dorset, SP8 4AG

|  |  |  |  |
| --- | --- | --- | --- |
| **Monday** | 09:00 - 12:30 | 13:30 - 17:30 |  |
| **Tuesday** | 09:00 - 12:30 | 13:30 - 17:30 |  |
| **Wednesday** | 09:00 - 12:30 | 13:30 - 17:30 |  |
| **Thursday** | 09:00 - 12:30 | 13:30 - 17:30 |  |
| **Friday** | 09:00 - 12:30 | 13:30 - 17:30 |  |
| **Saturday** | 09:00 - 12:30 | 13:30 - 16:00 |  |
| **Sunday** | Closed | | |

**Mere Pharmacy**

Telephone: 01747 860232  
The Square, Mere, Warminster, Wiltshire, BA12 6DL

|  |  |  |  |
| --- | --- | --- | --- |
| **Monday** | 09:00 - 13:00 | 13:30 - 17:30 |  |
| **Tuesday** | 09:00 - 13:00 | 13:30 - 17:30 |  |
| **Wednesday** | 09:00 - 13:00 | 13:30 - 17:30 |  |
| **Thursday** | 09:00 - 13:00 | 13:30 - 17:30 |  |
| **Friday** | 09:00 - 13:00 | 13:30 - 17:30 |  |
| **Saturday** | 09:00 - 13:00 |  | |
| **Sunday** | Closed | | |

**Boots**

Telephone: 01963 33235  
**Wincanton Health Centre**, Dykes Way, **Wincanton**, Somerset, BA9 9FQ

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| --- | --- | --- |
| **Monday** | 08:30 - 18:00 |  |
| **Tuesday** | 08:30 - 19:30 |  |
| **Wednesday** | 08:30 - 18:00 |  |
| **Thursday** | 08:30 - 18:00 |  |
| **Friday** | 08:30 - 18:00 |  |
| **Saturday** | 08:30 - 11:30 |  |
| **Sunday** | Closed | |
|  |  | |

**Boots**

Telephone: 01963 32205  
Address: **29-31 High Street,** **Wincanton,** BA9 9JU

|  |  |  |
| --- | --- | --- |
| **Monday** | 09:00 - 18:00 |  |
| **Tuesday** | 09:00 - 18:00 |  |
| **Wednesday** | 09:00 - 18:00 |  |
| **Thursday** | 09:00 - 18:00 |  |
| **Friday** | 09:00 - 18:00 |  |
| **Saturday** | 09:00 - 17:00 |  |
| **Sunday** | Closed | |



Silton Surgery, Silton, Gillingham, Dorset SP8 5DF

Telephone: 01747 840226

Fax: 01747 841304

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