**SPRING NEWSLETTER 2018**

I will start with apologies! On the 19th June 2017 we changed the opening times of the Dispensary phone line. We did notify everyone in two of our newsletters and put reminder slips in everyone’s repeat medication bags for a couple of months. However as many of you know, we have been unable to change the message that is on the Dispensary phone line. It is extremely annoying for all concerned, including us! Reception staff **are not** authorised to take a prescription request verbally, either on the phone or face to face. There is too much of an opportunity for errors, given the interruptions at the Reception desk. If you attend the Reception desk and do not have your repeat slip, we do provide forms that you can complete and put into the prescription request box. We also offer on-line ordering and this also allows the patient to type a free text request for items that are not on repeat. To register for on-line access you need to speak to the Receptionist and provide a current email address and proof of ID i.e. passport or driving licence.

**The prescription phone line – 01747 840950 is open only at these times:**

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

**Weds: 09:15 – 12:00**

Hopefully you will have noticed the nice new chairs in Reception. These have been purchased using the Silton Surgery Fund. So those of you that generously donate to the fund, buy or donate books and buy the lovely marmalade have all contributed towards the purchase.

If you have been asked to bring in a urine or stool sample to the surgery please bring it in before 11.00am. The samples have to be labelled before sending off and usually a Practice Nurse will test a urine sample before sending off to the laboratory at Salisbury Hospital. We also ask that when bringing in a urine sample you complete a form stating when the sample was taken and why you have brought it in i.e. symptoms of a urinary tract infection. Also please write your name clearly on the sample pot. This helps the nurse when dealing with the sample, making the process quicker.

**NHS Prescription Fee:** Those patients who pay for their prescriptions will have to pay an increased fee of £8.80 per item from 01.04.2018.

However the pre-payment fees for a 3 or 12 month period have not been increased.

* £29.10 for 3 months
* £104 for 12 months

So those patients that usually have a number of medications a month may like to consider getting a pre-payment card. We have leaflets explaining the pre-payment certificate in Reception.

**Preventing Type 2 Diabetes**

**It is Diabetes Prevention Week 16th-22nd April 2018**. Posters and other resources will be available in the reception area during the month of April.

Type 2 Diabetes means the risk of serious health complications. For many people Type 2 diabetes can be prevented by making small lifestyle changes. You can find out if you are at risk by visiting www.diabetes.org.uk/risk

**Meningitis**

**We have been asked recently what the symptoms of meningitis are, so this extract is taken from the NHS choices website.** www.**nhs**.uk

**Symptoms of meningitis develop suddenly and can include:**

* + a high temperature (fever) of 38C (100.4F) or above.
  + being sick.
  + a headache.
  + a blotchy rash that doesn't fade when a glass is rolled over it (this won't always develop)
  + a stiff neck.
  + a dislike of bright lights.
  + drowsiness or unresponsiveness.
  + seizures (fits)

**Baby Clinic:**

We offer a baby clinic on the second and fourth Thursday of each month between 2pm and 3pm by appointment and drop-in. This is for immunisations only. Only well babies can come to baby clinic, un-well babies need a doctor’s appointment in surgery time.

**Wiltshire Patients Health Visitor**

From 9th May 2018 the Health visitor Drop in clinic at Mere children’s Centre will be moving to the 2nd and 4th Wednesday of the month at 1.30pm – 3.00pm. If you have any queries please contact the central line 01722 414301. **This only applies to Wiltshire patients.**

**PRESCRIPTIONS**

Please respond to messages on prescriptions for blood pressure/asthma checks/diabetic checks/blood tests/medication reviews. A lot of the doctor’s time is taken up on checking that everything is up-to-date on every prescription request. Thank you.

**Hearing Aid Batteries**

These are available at the surgery for **NHS** hearing aids only. Please bring your Battery Issue Card with you.

**Wasted Appointments**

During the last 3 months **79** appointments were wasted due to non-attendance. Please help us to reverse this trend. If you can’t keep your appointment please cancel it so others can utilise this precious time with our Doctors and Nurses.

**Home visits**

Home visits are for patients who are housebound, either because they are unable to leave the house due to frailty or mobility problems, or because they are too ill to leave the house safely. If you need to request a home visit, please try to do so before 11.00am.

If you request a visit after this time it may well be postponed until the next working day, unless it is medically urgent.

**WALK FOR WARDS**

**AT WILTON HOUSE ON SUNDAY 1ST JULY 2018**

**Cheryl, Jo, Karen, Maureen and Trudy** will be walking the 10K route at the Walk for Wards

If you would like to sponsor the

**‘Silton Softies’** please tell the receptionist

[](http://www.starsappeal.org/)

The Stars Appeal is Salisbury District Hospital’s charity (no.1052284). They raise money to create the best possible experience for patients and their families by funding extra care and equipment over and above that provided by the NHS. They work hard to help local people across [all wards and departments](http://www.starsappeal.org/../../../../projects/), with particular focus on [cancer](http://www.starsappeal.org/../../../../projectsmain/details/projects/?foreignchoice_1__char_1=Cancer+Care), [cardiac care](http://www.starsappeal.org/../../../../projectsmain/details/projects/?foreignchoice_1__char_1=Cardiac%20Care) and [children](http://www.starsappeal.org/../../../../projectsmain/details/projects/?foreignchoice_1__char_1=Children%20and%20Babies).

**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.

SILTON SURGERY

PRACTICE INFORMATION

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

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

**Email: silton.surgery@nhs.net**

**www.siltonsurgery.nhs.uk**