**![C:\Users\joanne.handley\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\6ZKYRXQR\snow-flake-8[1].png]()Winter Newsletter Silton Surgery 2018**

A new telephone system was installed at Silton Surgery at the end of October. This will solve the issue we have been suffering from, regarding the out of date answer phone message on the dispensary phone. The new phone system will take a while for the staff to get used to. Its hard teaching old dog’s new tricks! So we would like to ask for your understanding whilst we tackle the new technology.

The winter period is a very busy time of year for the surgery. Not only does the acute infection level rise, so demand for appointments increase, but there is significant workload involved in arranging Flu, Pneumonia and Shingles vaccinations.

 **Medication over the Holiday Period:**

Don’t forget to order your repeat medication in time. This is a busy time of year for everyone and with the Bank Holidays falling so soon after a weekend then there is extended closure of the surgery and dispensary, so please plan ahead.

Ensure your home medicine cabinet is sensibly stocked with simple items such as pain relief, indigestion remedies and Calpol/Nurofen syrup if you have children.

**Cold Weather**

With the cooler weather approaching we focus our attention on our more vulnerable patients. The practice will be supporting the national ‘keep warm, keep well’ campaign over the coming months; please look in on vulnerable neighbours and relatives to make sure

* They're safe and well
* Are warm enough, especially at night
* Have stocks of food and medicines so they don't need to go out during very cold weather

**SPECIMEN CONTAINERS**

A quick reminder to patients who need to bring a urine sample in for testing, or to be

sent to the labs, that it must be a proper sample pot that is used. We can't accept

samples in jars or containers you've brought from home. This ensures no contamination of the sample and an accurate result in the end. Sample pots can be easily obtained from the Practice reception. Please also remember to fully label the

sample with your name, date of birth and date of the sample to ensure your sample

isn't lost in the system.

**Flu Vaccinations:** If you haven’t had your flu vaccination yet and are eligible, there is still time. You can get the flu jab by calling the Practice on 01747 840226 and asking for a flu vaccination appointment with one of our Practice Nurses. Or if you will be in the Practice for some other reason, mention it to the Nurse or GP during the consultation.

Get the jab and be flu-free this winter.

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**Coughs, colds and sore throats**

It is now that time of year when there are lots of coughs, colds and sore throats around. Most of these are caused by viruses that you breathe in from people around you that are already infected. Viral infections cannot be helped by taking antibiotics and we simply have to wait for our own bodies to fight them off. So to save you a trip to the doctors when you have a cough, cold or sore throat please follow this simple advice:

● Keep warm and have plenty of non-alcoholic fluids to drink.

● Take two Paracetamol tablets four times a day to help pain and keep your temperature down.

● Avoid spreading your germs to others as much as possible by avoiding close contact and washing your hands regularly.

Most viral infections will resolve within one week.

You might need to see the doctor if your symptoms carry on for longer than this or if you have difficulty with your breathing. Although most sore throats will settle after a few days, if you are unable to swallow fluids, you should ring the doctor.

**Books for sale**: Thank you, to those that both donate and/or purchase books at the surgery in aid of ‘Silton Surgery Fund’. The fund enables the surgery to replace old or damaged items such as ‘Home Blood Pressure monitors’ and chairs for reception. However could we please ask that the books donated are in very good condition and clean? Many thanks.

**Appointment times**

Please remember that your appointment time is **10** minutes. If you know that you need to see a Doctor for more than one problem then please inform the receptionist of this when booking your appointment– it is becoming more apparent that patients are having to wait a long time to be seen for their appointment because some patients are taking up longer than the allocated 10 minutes.

**Missed appointments**

In September there were **23 missed appointments**. Please contact the surgery and cancel your appointment, if you are unable to attend, as soon as you can.

CHRISTMAS AND NEW YEAR OPENING DAYS AND TIMES

![C:\Users\joanne.handley\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\TDRZFBK8\CHRISTMAS-0010[1].png]()MONDAY 24TH DECEMBER 2018 08:30-16:00

TUESDAY 25TH DECEMBER CLOSED

WEDNESDAY 26TH DECEMBER CLOSED

THURSDAY 27TH DECEMBER 08:30 – 18:45

FRIDAY 28TH DECEMBER 08:30 – 17:00

MONDAY 31ST DECEMBER 08:30 – 16:00

TUESDAY 1ST JANUARY 2019 CLOSED

WEDNESDAY 2ND JANUARY 08:30 – 13:00

**All the staff at Silton Surgery would like to take this opportunity to wish our patients a happy Christmas and healthy New Year.**

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**How your information is used**

**The NHS has protected your choice about how your**

**information is used – please check you are happy**

**with this. Details below are taken from the NHS Digital Website.**

To bring you up to date with recent changes in the way you can choose how the NHS and care organisations use your information. On the 25 May 2018 a national data opt out was introduced across England. The government have set out that by 2020 all health and care organisations must follow and apply your national data opt-out choice about how your confidential patient information is used.

If you had previously registered an opt-out which meant that NHS Digital, would not provide your confidential patient information to approved organisations other than for your individual care and treatment. That opt-out has been replaced by the national data opt-out, so to continue to prevent your information being used NHS Digital have taken steps to update their records to show that you now have a national data opt-out in place. Please go to the Your NHS Data Matters’ website (ww.nhs.uk/your-nhs-data-matters) for more information.

This means NHS Digital will continue to respect your choice and

apply your national data opt-out, and other health and care

organisations will be able to check that you have a national

data opt-out. You **do not** need to take any further action if you

are happy with this and want to keep your national data opt-out

in place.

If you had previously registered the opt-out that applied to

NHS Digital on behalf of anyone else, such as any dependent

children, NHS Digital will have automatically changed their opt-out as well; and if they are now aged 13 or over they will receive their own letter.

Sharing information is important to improve and plan the health

and care of current and future generations, so if you are happy

for your information to be shared you can change your national

data opt-out choice.

Unfortunately the national data opt-out cannot be set by the GP surgery, you can instead record your opt-out on line following the link mentioned above or by contacting 0300 3035678.

If you have any queries about this letter or would like a copy of

this letter in large print, Braille or on compact disc, please call

0300 330 9412.

At the Surgery we also have a **‘Sharing your health record’** leaflet which explains how we put your sharing consents on to your computer record at Silton.

The form on the back of this leaflet enables you to give your consent, or dissent, to share the information held at Silton Surgery with other NHS organisations that care for you and also for Silton Surgery to view your health record from other services that care for you. If you have not already completed and returned the consent form on the back of this leaflet please ask for one so we can ensure that your computer record is up to date with your preferred consents/dissents.

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**Sponsorship**

We would like to express our thanks to the many generous patients and their relations that sponsored;

The **‘Silton Softies’, Cheryl, Jo, Karen and Maureen** when they did the ‘Walk for Wards’ again this year to raise money for Salisbury District Hospital.

Our **Practice Nurse Trudy**, when she cycled 300 miles in aid of Cancer Research.

Our **locum Receptionist Megan**, when she walked 8km in support of Alzheimer’s Society.

We felt really privileged that our endeavours to raise money received such a positive response.

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