

# The Surgery Newsletter

## Ramsbury and Wanborough Surgery - December 2017



### Patient Survey

Thank you to all those that completed our recent patient survey, your feedback is very much appreciated. Overall, the survey was very pleasing and we have made some changes following our review.

There were many comments regarding Wednesday afternoon closing at our Branch Surgery in Wanborough and a wish for the opening hours to be reinstated. I am pleased to say we have now reopened the Branch Surgery at Wanborough on a Wednesday afternoon from 4.15pm – 6.30pm. We have also reviewed the appointment capacity at Wanborough and have implemented some changes to increase the number of Doctors appointments available on a weekly basis.

It would appear that not everybody is aware we are open on Saturday mornings as there were a couple of comments suggesting opening on a Saturday. Ramsbury Surgery is open from 9am – 11.30am and Wanborough is open from 8.15am – 9.30am for Doctor appointments and to collect medication.

Feedback is welcomed at any time. You can complete the feedback cards in reception anonymously and your comments will be reviewed.

### Flu Vaccinations – Last call!

If you are eligible for a free flu vaccination, please book an appointment as soon as possible. You are eligible for a free flu vaccination if you fit into any of the below:

Aged 65 or Over

Long Term Medical Conditions, (Diabetics, COPD, Asthma, Heart Failure, Stroke, Chronic Neurological Conditions)

Pregnant women

Unpaid Carers

Learning Disability

Overweight (BMI of 40 or above)

All Children who were aged 2 and 3 on 1<sup>st</sup> September 2017 are eligible for the flu nasal spray in the GP Surgery. If you wish to take up this offer please book an appointment as soon as possible.

### Missed Appointments

We have an increasing number of patients either arriving late for appointments or not turning up at all. You will appreciate that appointments are limited in their number and if you fail to attend your appointment, it essentially means that you have prevented another patient getting to see the Doctor or Nurse. If you are unable to attend your appointment, please contact Reception to cancel.

## Keep Antibiotics Working

Wiltshire Clinical Commissioning Group is supporting the National 'Keep Antibiotics Working Campaign' to highlight the risk associated with taking antibiotics when you don't need them and are encouraging patients to listen to the medical advice from their Doctor.



Taking antibiotics encourages bacteria that lives inside you to become resistant, meaning the antibiotics may not work when you really need them to. This can put you and your family at risk of a more severe or longer illness. We are asking for you to play your part by trusting your Doctor as to when you need to take antibiotics.

## Remember - to order repeat medication early for Christmas.

### Data Sharing

Did you know that you are in control of who has access to your health record? We want to help you understand what this means and help you to make a decision about sharing your health record. The Receptionists have a leaflet that clearly explains "Consent to Share" - please ask for one as we need to gain "explicit consent" from every single patient. You can choose from one of the following options:

- ◆ Yes—I consent to sharing my record
- ◆ No—I do not consent to record sharing—except in an emergency
- ◆ No—I do not consent to record sharing even in an emergency

These three options are explained fully on the leaflet from the Receptionists. Please do ask for one and complete it so we can update your Medical Record.

### Young People- Did you know we have a 'Young People' page on our website?

This page provides information on a variety of topics. We would welcome any feedback on what information you would like added or how we can improve this information page for the younger generation.

### Carers

Our Carers Coffee afternoons are now be run quarterly and our next Coffee Afternoon is on Friday 19<sup>th</sup> January 2018 at 2pm. There will be guest speakers providing information and support for you and your family. For further information please contact the Surgery.

### Christmas Jumper Week

Week commencing 18<sup>th</sup> December we shall be participating in the festivities and raising money for charity. Our chosen charity this year is **Brighter Futures** at Great Western Hospital who are fund raising to bring a radiotherapy service to Swindon. A donation box will be available on Reception if you wish to contribute.



### Leaving us at the end of December

Di Lester our Senior Pharmacy Technician will be retiring at the end of December. Di has worked at the Surgery for 29 years in total. We are sure you will join us in wishing Di all the very best in her well-deserved retirement.



## Christmas & New Year Opening Hours



### **Ramsbury:**

Friday 22 <sup>nd</sup> December	8.30am – 6.30pm
Saturday 23 <sup>rd</sup> December	9 am – 11.30am
<b>Sunday 24<sup>th</sup> December</b>	<b>CLOSED</b>
<b>Christmas Day</b>	<b>CLOSED</b>
<b>Boxing Day</b>	<b>CLOSED</b>
Wednesday 27 <sup>th</sup> December	8.30am – 6.30pm
Thursday 28 <sup>th</sup> December	8.30am – 6.30pm
Friday 29 <sup>th</sup> December	8.30am – 6.30pm
Saturday 30 <sup>th</sup> December	9 am – 11.30am
<b>Sunday 31<sup>st</sup> December</b>	<b>CLOSED</b>
<b>New Years' Day</b>	<b>CLOSED</b>
Tuesday 2 <sup>nd</sup> January	8.30am – 6.30pm

### **Wanborough:**

Friday 22 <sup>nd</sup> December	8.30am – 12 AND 4.15pm – 6.30pm
Saturday 23 <sup>rd</sup> December	8.15am – 9.30am
<b>Sunday 24<sup>th</sup> December</b>	<b>CLOSED</b>
<b>Christmas Day</b>	<b>CLOSED</b>
<b>Boxing Day</b>	<b>CLOSED</b>
Wednesday 27 <sup>th</sup> December	8.30am – 12 AND 4.15pm – 6.30pm
Thursday 28 <sup>th</sup> December	8.30am – 12 AND 4.15pm – 6.30pm
Friday 29 <sup>th</sup> December	8.30am – 12 AND 4.15pm – 6.30pm
Saturday 30 <sup>th</sup> December	8.15am – 9.30am
<b>Sunday 31<sup>st</sup> December</b>	<b>CLOSED</b>
<b>New Years' Day</b>	<b>CLOSED</b>
Tuesday 2 <sup>nd</sup> January	8.30am – 12 AND 4.15pm – 6.30pm

**Please dial the usual Surgery telephone number at all times. When the Surgery is closed, your call will be diverted through to the Out Of Hours service.**

**In the event of an medical emergency please dial 999.**

