

The Surgery Newsletter



Ramsbury and Wanborough Surgery - Summer 2017

Carers Award - Fantastic news - GOLD PLUS

Recently Alison Harrod (Practice Manager) and Maggie Gregory (Care Coordinator) attended the Wiltshire Investors in Carers awards evening. We are delighted that Ramsbury & Wanborough Surgery has been awarded Gold Plus for the third year running. This is in recognition of the outstanding services and support we provide to our Carers.



We are keen to set up a Young Carers group to provide information and support at a local level. If you are a Young Carer or know somebody who is, please let us know in order to develop this group.

Our Carers Coffee afternoons will now be run quarterly and our next Coffee afternoon is on **Friday 27th October at 2.00pm**. There will be guest speakers providing information and support for you and your family. For further information please contact the Surgery and ask to speak to Maggie Gregory.

Patient Survey

We are currently running a patient survey and would appreciate your feedback. Please visit our website www.ramsburyandwanboroughsurgery.com and click on the link OR you can complete a paper copy available from the Surgery. **The closing date is Monday 4th September 2017.**

Be happy. Be healthy. Don't miss out.

A learning disability affects the way a person learns new things in any area of life, not just at school. It affects the way a person processes information and how they communicate. Around 1.5m people in the UK have a learning disability. This means they can have difficulty understanding new or complex information, learning new skills and coping independently.

Please tell your doctor if you think you fall into this group and they can check if you are on our learning disability register. When you are on the register, you will be offered extra support you might need to make things easier, for example a full health check every year, extra time and support during your appointment, easy read/accessible information and help to make an appointment.

Repeat Medication

Please note we require 48 working hours notice to process all repeat medication requests. This does not include weekends or bank holidays. We have an increasing number of patients who are requesting medication due to running out of current supplies. Requests at such short notice puts additional pressure on the Dispensary Team, so please try to plan ahead and order your repeat medication in good time. Requests can be made online, via fax, email or post. Unfortunately, we are unable to accept such requests via telephone.

Flu Vaccinations

As we approach the autumn months we start to think about flu vaccinations. These are due to arrive around the end of September. 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)

Children Aged 2 and 3 will be offered the flu vaccine (nasal spray) in the GP Surgery during October/ November. All children in Reception Class and School Years 1, 2, 3 & 4 will be offered the vaccine at School. We can only offer this service to children aged 2 and 3 in the Surgery.

Shingles

You are eligible for the free shingles vaccine if you are aged 70 or 78. Those eligible patients will be invited to book an appointment. One dose provides lifetime coverage and we highly recommend those eligible take up this offer. Clinics will be starting mid-September.

Contact Details

Please ensure you keep your contact details up to date at all times. It is important that we hold your home address along with a current telephone number on your medical record. Please speak to Reception to update your details.

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 means that you have prevented another patient getting to see the Doctor or Nurse. If you are unable to make your appointment, please contact Reception to cancel your appointment. These cancelled appointments can then be offered to another patient.

FREE Cinema Club

Ramsbury and Wanborough Surgery "Silver Screen Cinema Club" presents Cliff Richard's "**Summer Holiday**" showing at Merlin Court Care Home, Marlborough on Wednesday 6th September at 2.00pm followed by **FREE** refreshments. Please call Maggie Gregory 07827 283571 or Sarah Davey 07827 284266 to book your **FREE** seat.

