

Welcome to your Patient News!

Keeping you updated with changes, news and updates from the practice.

For feedback or comments, please contact our Communications Department: 01722 424457 or katy.gillingham@nhs.net



Telephone Calls

Please be aware that we record all telephone calls at the practice.

This is to assist with staff training and enable us to listen back to calls for both staff and patient reassurance.



Harcourt
Medical Centre

Salisbury Leg Club

In partnership with Harcourt Medical Centre, our Leg Club takes place weekly for patients to receive treatment for their legs; including ulcers, stockings, wounds and painful or swollen legs.

**Every Tuesday
9am-11:30am**

Salisbury Rugby Football Club, Castle Road, SP1 3SA

Enjoy coffee and cake with our volunteers while you wait to be seen!

No need to book, just drop-in.



Contact Details



It is really important that we have your up to date contact details including your mobile phone number, email address, home telephone number and home address.

Please let one of our Receptionists know if you have recently moved house or changed your email or telephone number in case we need to contact you.

Alternatively, please fill out the short form on our website or log on to your SystmOnline account.



'Like' us on Facebook and 'follow' us on Twitter practice updates, news for patients, job vacancies as well as details of events happening locally.

Blood Test Appointments

Did you know that you can now book your blood test appointments online?

To register for this service please bring your photo ID and 2 different proofs of address (dated within the last 3 months, not a mobile phone bill) into any of our surgeries and you will be issued with an online ID.

Did you know we are a research active site?

Salisbury Medical Practice actively supports clinical research studies within primary care. Research is a core function of the NHS and central to practice for maintaining and developing high standards of patient care. Ultimately, clinical research means patients get access to new treatments, interventions and medicines. Investment in research means better, more cost effective care for patients.

Studies at Salisbury Medical Practice in March 2020:

PEGMED

Is your child being prescribed a liquid (syrup) medicine? You may be eligible to take part in the PEGMED project.

We would like to call you in 10-14 days to ask for your experience of giving the medicine to your child.

The call will take 5-10 minutes.

Diabetes QOL

Are you aged 18 and over with Type 2 diabetes? If you have recently commenced on a new therapy, medication or injectable, you may be eligible to take part.

Give feedback based on your general health and wellbeing as well as patient satisfaction.

Complete questionnaires at the start of the new therapy and again at 6 months.



If you are interested in either of these studies and would like to take part please email stephanie.coady@nhs.net



Dr J Rustom will be retiring from her role as GP Partner at Salisbury Medical Practice at the end of March this year after being with us for 23 years, starting at New Street Surgery in 1996, later becoming a GP Partner in 2009.

A message from Dr Rustom: "I have seen many changes since first joining Drs. Dunn and Mann at New Street Surgery in 1996. The biggest change was the merger with Grove House surgery moving to our fantastic new premises at Fountain Way. During the whole time, I have been fortunate to be part of a wonderful team, dedicated to patient care. I will miss all the staff and the many lovely patients who I have got to know well over the years."

We are collecting retirement messages from patients and staff for a leaving gift for Dr Rustom. There are coloured pieces of paper at each surgery on Reception for you to write your message. Alternatively, you are welcome to send us an email to katy.gillingham@nhs.net. Thank you for your help!

Coronavirus Update

The NHS in Bath and North East Somerset, Swindon and Wiltshire and Public Health England (PHE) are extremely well prepared for outbreaks of new infectious diseases.

The UK Chief Medical Officers are advising anyone who has travelled to the UK from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau in the last 14 days and is **experiencing cough or fever or shortness of breath, to stay indoors and call NHS 111, even if symptoms are mild.**

If you have returned from these specific areas since February 19, you should **call NHS111 and stay indoors and avoid contact with other people even if you do not have symptoms:**

- Iran
- Specific lockdown areas in Northern Italy as designated by the Government of Italy
- Special care zones in South Korea as designated by the Government of the Republic of South Korea
- Hubei province (returned in the past 14 days)

Please see our website for the full list of countries affected and specific advice.

Everyone is being reminded to follow Public Health England advice to:

- * Always carry tissues with you and use them to catch your cough or sneeze. Then bin the tissue, and wash your hands, or use a sanitiser gel.
- * Wash your hands often with soap and water, especially after using public transport. Use a sanitiser gel if soap and water are not available.
- * Avoid touching your eyes, nose and mouth with unwashed hands.
- * Avoid close contact with people who are unwell.

Best Referring Surgery in to the Active Health programme for South Wiltshire

We have been awarded a certificate for generating the most referrals to the South Wiltshire Active Health programme, with 75 patients referred in 2019!

Find out more about Active Health Wiltshire by clicking [here](#) or speak to your clinician who will be happy to discuss this with you.



Patient Participation Group

Do you want to be more involved in your surgery and contribute to the continuous improvement of services?

Join our Patient Participation Group! The group meets quarterly to receive updates from the practice, consider quality improvements and provide practical support to help implement change.

Contact Katy for more information: 01722 424457 or katy.gillingham@nhs.net

We really value your feedback

Please leave us a review to help us improve our services. All our feedback is collated and shared with the practice team.

Click on the image below to leave a review:



Or [click here](#) to visit our website

Website Update

We have added a 'Self-Help Centre'

This is a resource for patients to access a range of information, including links to the NHS website for A-Z Medications and Conditions, as well as pages about pain management and our support cafes.

Visit

www.salisburymedicalpractice.co.uk to take a look!

Be Self-Care Aware

We will be launching our self-care campaign across all sites in March. We want to raise awareness of the benefits of using local Pharmacies to treat minor illnesses and the importance of buying over the counter medications where possible.

Keep an eye out for the displays at each site!



Hay Fever Medications

Wiltshire CCG is no longer supporting the prescribing of medications to relieve hay fever symptoms. Patients are encouraged to visit their Pharmacist to seek advice and treatment. As we move into spring, look out for our 'hay fever top tips' leaflet on our website or in our surgeries!

Comparing the costs

Buying the over the counter medication from the Pharmacy compared to collecting a prescription from the GP:

Where you visit	Self-Care (Pharmacy or Supermarket)	GP
Indigestion & Heartburn	£3.99	£35.28
Hay Fever	£2.50	£33.79
Blocked Nose	£3.99	£35.28
Pain (paracetamol)	£0.59	£31.88

Choosing to self-care when you suffer from a minor illness can help you and the NHS.

It's **simple**, **quick**, **easy** and **considerate**.