

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

Help us to help you

Please ensure all urgent requests are submitted to us via askmyGP as early as possible in the day. This gives our staff more time to deal with your request and ensure all patients who need urgent care will receive it on the same day.

Pharmacies in Salisbury have changed their opening hours due to COVID-19 and the latest closing time is 6:30pm Monday to Friday (Tesco Extra Salisbury). This means it is really important to let us know you are unwell as early as possible to ensure you will be able to collect the prescription you need on the same day.

From Monday 6th July, any routine requests received after 4:30pm will be dealt with the next working day.



We have introduced a new and more efficient way to contact us. It is called “askmyGP” and you will be able to access it from your smart phone, tablet or computer.

- * You can submit a request any time and we will respond within working hours, Monday to Friday
- * If you submit a request during opening hours we will usually get back to you within 90minutes
- * All our registered patients are welcome, parents and carers on behalf of patients too, if you have their consent
- * You can name a GP if you wish (so long as they are working today)
- * You may prefer a message, telephone, video or face to face response and the GP will decide how to contact you
- * You can sign up now, with no paperwork. Just visit www.salisburymedicalpractice.co.uk



Face Covering Exemption

Salisbury Medical Practice will not be providing exemption letters for face coverings.

It's a good idea to try wearing a face covering at home – if it feels fine, then you can wear it and it won't harm you. It might not feel comfortable straight away, so it's worth wearing one for short intervals around the house to try and get used to wearing one.

If wearing a face covering makes you too breathless, you can download an infographic from the British Lung Foundation website onto your device to explain why you aren't wearing a face covering. [Click here to visit their website.](#)

Alternatively, you could write or print out a note that you can show to someone which tells them why you aren't wearing one. However, there is no requirement to provide medical evidence of your reason for not wearing a face covering or proof of exemption.

Support Cafes

Many of our cafes are now taking place online via zoom. Please call the practice on 01722 333034 or email katy.gillingham@nhs.net for more information.

Support for Carers



Carer Support Wiltshire are continuing their support for carers remotely.

They have introduced a Talk and Support scheme offering the following:

- Time to talk and be listened to
- Informal friendship, reassurance and support
- Help to find ways to lessen feelings of isolation.

Carers can call their offices on **0800 181 4118** to take part.

The charity is also hosting Carers Café's and Social Groups online. Find out more here: <https://carersupportwiltshire.co.uk/>

Repeat Prescriptions

Please allow 48 hours for us to process your repeat prescriptions.

Have you registered for SystmOnline? This is the quickest and easiest way to order your repeat prescriptions. To register, please bring 2 proofs of address and 1 form of photographic ID to Fisherton House.

Alternatively, you can email your request to wccg.smp@nhs.net or post your request in writing through the letterbox outside of Fisherton House.

Practice Update

- * We are very pleased to announce that we have re-opened our **Bemerton Heath Surgery** for pre-booked appointments only, including Nurse and GP clinics. It is not open for booking appointments, ordering repeat prescriptions or general enquiries.
- * Our **Bishopdown Surgery** will be used to host our Leg Club appointments for patients two mornings a week. These are pre-booked appointments with our Nursing Team for patients who would have been seen in our Leg Club for treatment. This surgery will not be staffed with a Receptionist, so we are unable to accept any prescription requests or book appointments.
- * **Fisherton House** remains open for pre-booked appointments only and we have now restarted our minor surgery operations which have been clinically prioritised by urgency.

Please note all of the above surgeries remain closed to walk-in patients – you will not be permitted to enter unless you have been offered an appointment by a member of staff.

- * **Wilton Health Centre** remains closed to all patients until we are able to safely offer clinics at this surgery. Please keep an eye on our website for further updates.
- * Please do not drop any repeat prescriptions requests or correspondence at our branch sites. You can order your repeat prescriptions online via your SystmOnline account. Alternatively, you can post requests through our letterbox outside of Fisherton House.
- * If have a medical query or need to contact us, please do not visit any of our surgeries and instead use askmyGP.



Face Coverings

Please wear a face covering to your appointment.

We do have handmade face coverings made by local volunteers available to buy at Fisherton House for a £2 donation to the Friends of Salisbury Medical Practice charity.



PRINCIPLE Research Trial

Salisbury Medical Practice is taking part in a clinical trial exploring treatment for the COVID-19 virus.

This trial is only for those aged 50 and over. [Please click here for more information and the full list of eligibility criteria.](#)

The decision to not take part will not affect the standard of care you receive from the NHS in any way, now or in the future.