

Welcome to your Patient News!

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



Like us on Facebook or follow us on twitter for Practice updates!

An insight into Salisbury Medical Practice

Have you seen our video series?



Click on the link below to watch!

This features a range of our staff members explaining more about the behind the scenes of our Practice. Meet some of our GPs, Paramedics, Pharmacists and Admin staff and learn more about our day to day running.

Please note we have made some changes to our GP appointment system since filming and now offer bookable face to face appointments.

Huge thank you to our registrar Dr Dopson for putting this all together!

www.salisburymedicalpractice.co.uk/news/video-series-an-insight-into-salisbury

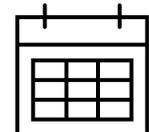
Practice Update

Due to the national shortage of GPs and the increased demand on our service we are having to make changes to ensure we are able to provide a safe and sustainable service.

This means that waiting times for routine appointments may be longer and you may be signposted to alternative services including the local Pharmacy and self-care.

In the event that our safe working capacity on the day is exceeded, you may be diverted to other services for urgent problems including self-care, local pharmacies, 111 and the walk-in centre.

New Appointment System



We have introduced a new GP appointment system!

Each GP now has a mix of both face to face and telephone appointments in their clinics, you can choose which you feel is most appropriate when booking with the Receptionist. We know many patients have found telephone consultations very effective and convenient so we will be continuing to offer these. Appointments are released throughout the day, for up to 2 weeks in advance.

Please contact us by telephone to book an appointment, or you can visit our Fisherton House or Bemerton Heath sites. **We are unable to offer appointments via email or social media pages.**

New Staff Members

We have had some new faces join our team!

- We have welcomed **Emily Roberts** back to our Nursing Team as a Practice Nurse, with clinics available at Fisherton House.



- **Charlene Handyside** is our new Safeguarding Lead, who deals with general safeguarding concerns and provides advice and support to the team.



- **Dr Ma Khine** has returned to us as a Registrar from an earlier placement with us in 2020. Dr Khine will be with us until August 2022.



- **Sam Merritt** is our new Nurse Associate, she has joined our Nursing Team with clinics available at Fisherton House.



- **Mandi Barrow-Davies** is another new Nurse Associate who has joined our Nursing Team with clinics available at Fisherton House.



We also welcome **Tim** and **Nina** into our Patient Contact Team!

Chronic Pain Week



Our Pharmacist has created a campaign to raise awareness of chronic pain and share useful resources to help those living with pain including courses, alternative therapies, books, podcasts and more.

The resources are now available on our Self-Help Centre on our website:

www.salisburymedicalpractice.co.uk/pain-management



New Telephone System

We have been listening to patient feedback and working hard behind the scenes on how to improve patient experience getting in contact with the practice.

We are in the process of upgrading our telephone system which will let you know where you are in the queue and include an auto attendant. This is a huge investment by the GP Partners, and we would really appreciate your feedback once the new telephone system is launched.

Our Patient Contact Team work hard from 8am – 6:30pm answering all incoming calls to the practice and we hope the new system will improve your experience when calling.

Our phone system will change provider on Wednesday 22nd June. There may be 15-30 minutes of downtime between 10am-2pm on this date. During this time, you can email us with any urgent issues at wccg.smp@nhs.net.



Bemerton Heath Surgery Proposed Extension

Unfortunately, we did not receive planning permission to carry out the proposed two-storey extension at our Bemerton Heath Surgery.

We are disappointed with this outcome but unfortunately the funding has now been allocated back to NHS England so we are unable to appeal this decision.

Thank you to all patients who showed their support for the proposed extension – we do plan to carry out some simple refurbishment work at the surgery in the future.



Carer Support Wiltshire

Are you a carer?

Are you looking after someone who couldn't manage without your help?

You could be helping with household tasks such as cleaning or cooking, administering medication, organising and transporting someone to medical appointments, providing personal care or providing emotional support.

You could be doing it once a day, a couple of times a week or all the time. There are no time limits to being a carer.

There is support for you. Please let us know if you are a carer and we will advise you of a range of support available in the local area.

Carer Support Wiltshire support carers of all ages in Wiltshire access services, information, education, training or breaks/respite from your caring role. To find out more, visit their website:

<http://www.carersupportwiltshire.co.uk/> or call for free: 0800 181 4118.

Complete our carer registration form found on our website to let us know about your caring role:

<https://www.salisburymedicalpractice.co.uk/carer-support>

Appointment Survey



We are carrying out a survey to look into how we run our mum and baby checks and childhood immunisation appointments within the practice. We value your feedback to help us review and improve our services. Please click here to complete the short survey:

www.surveymonkey.co.uk/r/LBN89JY

Please let us know if you are unable to make your appointment

In May 2022, **313** patients were unable to make their appointment but didn't let us know, leading to over **71 hours** of wasted clinician's time. If you are unable to attend or no longer need your telephone appointment, please let us know as soon as possible by calling 01722 333034.

Mental Health Support

The NHS is here to help. Feelings of anxiety and depression can affect us all. If you need help with your mental health, you can refer yourself, or your GP can refer you.

Let us help you get your feet back on the ground. Go to www.nhs.uk/help

Bank Holiday

We will be closed on **Monday 29th August** due to the bank holiday – please ensure you request your prescriptions in time (no more than 7-10 days in advance).

Please call 111 for medical advice when we are closed or visit 111 online: www.111.nhs.uk

Alternatively, your local Pharmacy can advise on any minor health concerns including coughs, colds, tummy trouble, aches and pains.

Bowel Cancer Screening

NHS bowel cancer screening checks if you could have bowel cancer. It is available to everyone aged 60 and over and 56 year olds. Screening can help find it at an early stage, when it's easier to treat.

Visit the [NHS website](http://www.nhs.uk) for a full list of FAQs about the screening programme.

Bowel cancer



The three main symptoms of bowel cancer are:



Blood in your poo for no obvious reason



Persistent change in your bowel habit, including more frequent runnier poos



Tummy pain or bloating, brought on by eating



Other health problems can cause similar symptoms – but it's important to get them checked by a GP if you have any of these symptoms for 3 weeks or more.

Injured or unwell? Use the right service



Self-care

- Grazed knees
- Sore throat
- Coughs & colds

Visit nhs.uk for self-care advice



Pharmacy

- Headaches
- Upset stomach
- Aches & pains
- Bites & stings



NHS 111

Visit 111.nhs.uk or call 111 for advice and support

24 hours a day
7 days a week



GP

Call your GP for symptoms that won't go away



Minor Injury Unit

Urgent but not life-threatening

- sprains
- fractures
- burns

999

A&E

- Unconscious
- Breathing difficulties
- Stroke
- Heart attack
- Heavy bleeding
- Severe burns

#ChooseWell