

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



Register for online services

Did you know that you can order repeat prescriptions, book appointments and view coded records such as blood test results online?

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



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

Did you know we have a Friends of Salisbury Medical Practice Charity?

Find out more and get involved:
<https://www.friendsofsalisbury.co.uk/>



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:



facebook

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



This month, we are saying goodbye to **Sister Tracy Slater** who will be retiring on Thursday 19th December. Tracy has been with us for 23 years, starting at the New Street Surgery.

A note from Tracy, "It has been a delight to have been part of the New Street Surgery and latterly Salisbury Medical Practice. I have been lucky enough to work with some lovely colleagues and special patients and will take with me many special memories."

We would like to wish Tracy all the best for the future and thank her for all her hard work and dedication over the past years.

Repeat Prescriptions

Please ensure that you request your prescriptions at least 48hrs in advance.

We do not accept repeat prescription requests over the telephone.

Prescriptions can be requested:

- Online (if you have registered for online services)
- By completing a prescription request form in any of our branches
- By emailing WCCG.SMP@nhs.net

Please ensure all details are completed in full, incomplete requests may result in your prescription being delayed.



Parking Update

We have recently introduced a 1 hour parking policy at Fisherton House to combat the amount of inappropriate use of our car parks resulting in patients and staff often being unable to park.

If you received a parking ticket however you were visiting the premises, **please DO NOT pay the fine.** Our car park is managed by an external company who will not issue a refund for parking tickets that have been paid, even if you we can validate your visit to the surgery. Their policy states liability has been accepted if a payment is made.

Please contact us to appeal the ticket, and we will validate the information before cancelling the fine. All genuine visitors to the premises will have their tickets cancelled.

If you are visiting the premises for more than an hour, please give your car registration number to a Receptionist to ensure you do not receive a parking fine.

We have introduced the restrictions for the benefit of our patients and would like to thank you for your ongoing cooperation.

Festive Opening Hours



Date	Fisherton House	Bemerton Heath Surgery	Wilton Health Centre	Bishopdown Surgery
Tues 24 th December	8am – 6:30pm	8am – 1pm	8am – 1pm	8:30am – 1pm
Weds 25 th December	CLOSED	CLOSED	CLOSED	CLOSED
Thurs 26 th December	CLOSED	CLOSED	CLOSED	CLOSED
Fri 27 th December	8am – 8pm	8am – 1pm	8am – 1pm	8:30am – 1pm
Sat 28 th December	CLOSED	CLOSED	CLOSED	CLOSED
Sun 29 th December	CLOSED	CLOSED	CLOSED	CLOSED
Mon 30 th December	8am – 8pm	8am – 6pm	8am – 1pm	8:30am – 6pm
Tues 31 st December	8am – 6:30pm	8am – 6pm	8am – 6pm	8:30pm – 1pm
Weds 1 st January	Closed	CLOSED	CLOSED	CLOSED
Thurs 2 nd January	8am – 8pm	8am – 6pm	8am – 6pm	8:30am – 6pm

Repeat Prescriptions over the festive period

Please ensure that you submit prescription requests in good time before Christmas as this is a very busy time of the year for dispensing staff. You can make a request up to 10 days before it is due.

What to do if you have an urgent problem outside of the festive opening hours

Our Call Centre will remain open from 8am-6:30pm Monday to Friday; excluding Christmas Day, Boxing Day and New Year's Day.

Outside of these hours, please call 111. This service is available 24/7, 365 days a year.

[Salisbury Walk-In Centre](#) will be open from 8am-8pm on the bank holidays.

Elf Day 2019

A huge thank you to our wonderful patients who donated on Elf Day this year. Some of our staff volunteered to dress up for the day, to raise vital funds for the Alzheimer's Society.

In total, we raised **£120.81!**

Here are some photos from the day!



Staying Well this Winter

Some helpful tips from NHS England

- If you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C
- If you are 65 or over, or in one of the other at-risk groups, see a pharmacist as soon as you feel unwell, even if it's just a cough or a cold
- Check on older neighbours and relatives, and those with heart or breathing problems, to make sure they are safe, warm and have stocks of food and medicines so they do not need to go out during very cold weather
- Have at least 1 hot meal a day – eating regularly helps keep you warm
- Get your heating system checked regularly by a qualified professional
- Make sure you have your free flu jab if you are eligible, contact us to find out

For more tips, visit

<https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/>

We would like to take this opportunity to wish all our patients and their families a Merry Christmas and Happy New Year!