

## 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!

## Carers News

Do you look after someone? 3 in 5 of us will care for a relative or friend in our lifetimes. We are here to support you.

### Carers Café

We are very excited to announce our Carers Café has returned to Fisherton House! This is open to everyone who looks after someone, a chance to meet others, enjoy a cup of tea and share support. This is ran by Helen Dowse, Salisbury's Carers Champion.

The next café will take place on Wednesday 8<sup>th</sup> March from 10am – 12pm in the Fountain Café at Salisbury Medical Practice, Fisherton House. Free refreshments are provided. No need to book, just turn up on the day.

### Carers Clinics

We have reintroduced our carers clinics, working in partnership with Carer Support Wiltshire. This is a 20 minute health check followed by 20 minutes with a support worker from Carer Support Wiltshire. To join our waiting list for an appointment, please email [bswicb.smp@nhs.net](mailto:bswicb.smp@nhs.net) or call 01722 333034.



## Flu Vaccinations

It's not too late! If you are eligible for the flu vaccination, please contact us to book this in. You can email us on [bswicb.smp@nhs.net](mailto:bswicb.smp@nhs.net) or call us on 01722 333034.

## Self-service blood pressure machine and weighing scales

We have now added a self-service area in our waiting room at Fisherton House.

Here you can take your blood pressure using our self-service machine and use our weighing scales. Fill in a short form and hand in to Reception to update your records without needing to book an appointment.

## Bishopdown Surgery Renovations

Over the next few months we will be carrying out much needed renovations to our Bishopdown Surgery.

This will include a new Reception area, updated flooring, fresh paint and general refurbishments. Once this work has been completed with will reintroduced services from this branch.

We hope for this work to be completed by Summer 2023.



# CQC Inspection

We are delighted to announce that we have been rated “Good” in our recent Care Quality Commission (CQC) inspection.

The CQC carried out an inspection in November 2022 and the report has now been published. The practice has been rated “Good” overall and in all areas: safe, effective, caring, responsive and well-led. This was a full comprehensive inspection including site visit, taking place over three days.

We are really pleased with the results of the recent inspection. This is an excellent achievement for the practice in the challenging times currently facing the NHS and general practice. We are very proud of our whole team for the result and we are extremely grateful for their continued hard work.

The report found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

You can view the full report here: <https://www.cqc.org.uk/location/1-1192900347>

Inspected and rated

Good



## Wilton Health Centre

We have received confirmation that our GP services will not return to Wilton Health Centre.



The final decision has been made by Bath and North East Somerset, Swindon and Wiltshire CCG (now integrated care board). Thank you to all patients who took part in our consultation last year. All comments were presented to the board for their final decision.

Wiltshire Health and Care are now able to offer a range of outpatient services from Wilton Health Centre, including physiotherapy, dietetics as well as stroke services and more.

Our services will now be provided across three sites, Fisherton House, Bemerton Heath and Bishopdown (we plan to reintroduce face to face services from this branch once renovations have taken place).

## Telephone System

Back in the Summer, we upgraded our telephone system, to improve patient experience getting in contact with the practice. This lets you know where you are in the queue and has an auto attendant to help you get through to the right team.

We hope this has improved your experience when calling and we would love to hear your feedback. You can leave a review on any of the following platforms:

- ✓ [NHS website](#)
- ✓ [Facebook](#)
- ✓ Google Reviews – search Salisbury Medical Practice
- ✓ [Our Website](#)



## New Staff Members

We are pleased to announce we have had some new faces join our clinical team!

- **Dr Anna Kowalski** has joined our team of GPs and has face to face and telephone appointments available.



- **Dr Asher Naik** has joined us as a Registrar. Dr Naik will be with us until August 2023.



- **Dr Lottie Doble** has returned to complete her Registrar training and will be with us until 2024.



- **Dr Christina Powell** has joined our team of GPs and has face to face and telephone appointments available.



- **Dr Jo Hunter** has joined us as a Salaried GP after completing her GP training with us in December.



- **Dr Joanna Jenkins** has joined our team of GPs and has face to face and telephone appointments available.



- **Felicity Mitchell** has joined our Pharmacy Team and has telephone appointments available for medication queries and reviews.



- **Greg Smith** is our new Diabetes Specialist Nurse, looking after our patients with Diabetes.



## Friends of Salisbury Medical Practice

### We need you!

We have an exciting list of project ideas being developed but we need your help! Become a member of Friends of Salisbury Medical Practice with a minimum annual subscription fee of £5 and you will be invited to our Annual General Meeting, have a say in our fundraising goals and receive regular news about the Friends projects.

We would also welcome your involvement in fundraising. Visit the website, pick up an application form or email [stephanie.coady@nhs.net](mailto:stephanie.coady@nhs.net)

Other ways to help:

- Make a donation
- Volunteer
- Help us fundraise
- Shop via AmazonSmile (simply shop at [www.smile.amazon.co.uk](http://www.smile.amazon.co.uk) using our registered charity number 1172839 to support the charity. Same products, same price. Amazon will donate 0.5% of all your eligible purchases to the charity.

[www.friendsofsalisbury.co.uk](http://www.friendsofsalisbury.co.uk)

### Projects funded by the charity so far:

- ❖ Hidden Disability lanyards available at Reception free of charge to patients
- ❖ 24 hour blood pressure machine
- ❖ Family Fitness classes (more coming soon!)
- ❖ Portering Chair – a comfortable and clean patient transportation method at Fisherton House
- ❖ Sing and Breath courses for people with breathing difficulties
- ❖ Dementia Friendly Tai Chi classes

## Help us to keep you safe this Winter

Due to an increase in COVID-19 cases amongst patients and staff, please wear a face mask when attending our surgeries. We want to keep our vulnerable patients and staff safe.

Clinicians will request this when attending for an appointment, especially in our dedicated face to face clinics for children with COVID-19/Strep A symptoms.



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

If you are unable to attend or no longer need your appointment, please let us know as soon as possible by calling 01722 333034.

We have a dedicated option on our telephones for cancelling, meaning you do not have to wait for the phone to be answered and can leave us a voicemail message. You can also email us on [bswicb.smp@nhs.net](mailto:bswicb.smp@nhs.net).

## December 2022

Our Clinical Team carried out:



**4410** telephone appointments



**6415** face to face appointments



**504** home visits and care home appointments



**52** minor operations



Our Patient Contact Team answered **7478** incoming calls and made **1885** outgoing calls

We were disappointed that **565** patients were unable to make their appointment but didn't let us know.

This led to **140 hours** of wasted clinician's time.



## Diabetes Education Sessions

We are looking into running education sessions for our patients with type 2 diabetes and would like to gain feedback in when to run these and what topics to cover.

The sessions will offer support, information and guidance to help you look after your diabetes.

If you have type 2 diabetes and are happy to give your feedback, please follow this link to complete the survey.

<https://www.surveymonkey.co.uk/r/Z88CSG2>

## Telephone number

The only working number to the practice is **01722 333034**. If you have saved old numbers (eg. the old number to Wilton Health Centre), please update with the above number.

Since updating our telephone system, any old numbers will no longer redirect but it may continually ring (giving the impression your call will be answered but it does not come through to us).

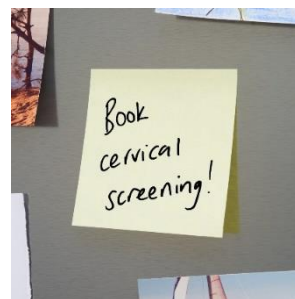
Our telephone system will now tell you your place in the queue - if you do not hear this please check which number you are calling.

## Online appointments



We have listened to patient feedback and have started to introduce appointments which are bookable by a direct link which is sent by a text message, without the need to call the practice.

We trialled this system with flu vaccinations and are now introducing other Nurse appointments such as cervical screening. A text message will be sent directly to eligible patients containing a link to book. We will be adding more services to this throughout the year – if you have used this service, please do let us know what you think.



**NHS**  
Don't ignore  
your cervical  
screening invite

Screening  
can  
help us  
help you

## Cervical Screening

Cervical screening is an important test to help protect yourself from cervical cancer. If you have received your cervical screening invitation letter or missed your last, contact us to book in. We have a range of appointments available to suit you.

Talk to your Nurse about any concerns or questions you have – we are here to help and more than happy to make adjustments to make you feel more comfortable. Read some of our recent cervical screening feedback:

- ❖ "Sister Wolfindale was absolutely amazing and couldn't have had a better first cervical smear experience. She made me feel very comfortable and at ease."
- ❖ "The nurse was very reassuring. She did her best to put me at ease and make the situation go as easily as possible"
- ❖ "The nurse I saw (Natasha) was very friendly and extremely helpful. Gave me advice and answered all the questions I had."
- ❖ "Made to feel at ease when I was clearly anxious about the appointment"
- ❖ "First smear - Nurse made me feel very comfortable and not rushed at all. Was friendly and open and easy to talk to."

Jo's Trust website has a range of information pages – click on the following link to visit:

[\*\*What happens during a smear test?\*\*](#)