

Welcome to your Patient News!

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

Accurx Triage

In September 2023, we launched our new online system called Accurx Triage. This was after months of work to ensure we chose the right online system for our patients and staff.

Since the launch of the new system, we have received some wonderful feedback regarding the efficiency of the system and improvement in accessing the surgery. To submit a request, visit our website. If you cannot use the internet, please call us on 01722 333034 and our Patient Contact Advisors will be happy to help.

“I think Accurx is a splendid system and have never had a problem with using it, saves the hassle of being on the phone waiting and both times I’ve used it since it’s been rolled out, I’ve managed to be triaged efficiently and had both face to face and text correspondence with the doctors depending on the necessity.”

“Outstanding support from the Doctor with the new online system really making those initial steps around triage and booking appointments much easier.”

“The system of being able to request online, a non urgent appointment, is exceptionally good. My request completed online early morning resulted in an offer of a face to face within a few days with the doctor of my choice. The online request procedure is simple and easy to fill out. A vast improvement on the telephone.”

Digital Café

Whilst new technology has made great improvements in how our patients access services and their health records, we understand new online systems and phone apps can be challenging for some of our patients.

This is why we are hosting a Digital Café at our practice! Our IT Lead and staff members will be on hand to run through any questions you may have on the new online system (Accurx Triage) and the NHS App. No need to book – just drop in. Tea, coffee and cake will be provided!

1100 - 1200
Wednesday 3rd April
Salisbury Medical Practice, Fisherton House

Everyone welcome – no matter your IT skills! Please bring your own device (laptop, smart phone, tablet etc) where possible.

Things we can help with:

The NHS App

- This is free to download on your smart phone – all you need is an email address to register.
- You can view and order your repeat prescriptions at the tap of a button.
- You can see test results without needing to telephone us.
- You can now view your full health record and any entries made after November 2023.

Accurx Triage

- This is our online system available on our website.
- Avoid waiting on the telephone lines and submit your request for a routine GP appointment via the online form.
- Allow up to 2 working days for a response. If an appointment is needed, we will either call or text you with a booking link for you to choose the best day and time for you.

Diabetes Education Sessions



We are holding Diabetes Education Sessions for our patients with type 2 diabetes. These are run by our Diabetes Specialist Nurse and offer support, information and guidance to help you look after your diabetes.

This is our schedule of sessions for the year – we will send a text each month to invite patients to book in for that month's session. If you have any queries or would like to register your interest in advance, please email bswicb.smp@nhs.net.

April:

Are you confused about what you can or cannot eat?

- Wednesday 10th April 1400 - 1500
- Monday 15th April 1800 - 1900
- Wednesday 17th April 1000 - 1100

May:

Do you know how your diabetes medication works and the different types of treatments we use for diabetes?

June:

Would you like to know about your annual review and understand the results of your blood test?

July:

Why is looking after your feet so important?

September:

Do you take insulin, are you giving your insulin correctly, do you know how your insulin works?

October:

Do you know what to do if your blood glucose levels go too low or too high?

Don't forget to order your prescriptions in good time before the Easter weekend!

Did you know we have a Social Prescriber in our team?

Many things that affect our health cannot be treated by doctors or medicine alone, like loneliness, isolation or stress due to problems with debt or housing.

Social prescribing connects people to non-medical support to address these issues and other unmet needs.

Contact us via our online accurx service through our website or call the practice to arrange a face to face or telephone conversation. They will spend time listening carefully to what matters to you and support you to access activities/services within the community, helping you to improve your health and wellbeing.

Writing for Wellbeing

We are very pleased to announce the Writing for Wellbeing group will be returning to Salisbury Medical Practice!

1400 - 1600
3rd Thursday of each month (launching
Thursday 18th April)
Salisbury Medical Practice, Fisherton House

No experience necessary – all you need is a pen and a notebook. Come along and use creative writing to relax and connect with your thoughts.

Free to attend, tea and coffee provided. To book a place or for more information, please email us at bswicb.smp@nhs.net.

MMR Vaccinations

Measles cases are rising. This is an infection that spreads very easily and can cause serious problems in some people. The MMR vaccine is the best way to prevent it – you need two doses for best protection.

We are contacting our patients who are missing either of their MMR vaccinations to book in - please use the link provided in the text to book into our clinic. If you have any queries or think you or your child need an MMR vaccine, please contact us.

Bank Holidays



We will be closed on the following dates during spring/summer due to the bank holidays:

- Friday 29th March
- Monday 1st April
- Monday 6th May
- Monday 27th May
- Monday 26th August

If you need urgent help when we are closed, please call 111 or visit the walk-in centre (open 8am – 8pm on these dates).

January 2024 in numbers



4785 admin and medical Accurx Triage submissions



6940 telephone appointments



6865 face to face appointments



428 home visits and care home appointments



Our Patient Contact Team answered **6614** incoming calls and made **814** outgoing calls

We were disappointed that **310** patients were unable to make their appointment but didn't let us know.

This led to **71 hours** of wasted clinician's time.



New Staff Members

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

- **Dr Asher Naik** has completed his Registrar training and joined us as a Salaried GP.
- **Dr Lottie Doble** has also completed her Registrar training and joined us as a Salaried GP.
- **Dr Ned Topping** has returned to the practice as a Salaried GP.
- **Elena Sparshott** has joined our Pharmacy Team as a Pharmacist.
- **Rebecca Bothamley** has joined the team as an Advanced Nurse Practitioner.



Covid-19 Vaccinations



We will be offering the spring Covid-19 vaccine from April. You are eligible for the spring Covid-19 vaccine if you:

- are aged **75 years old or over**
- live in a **care home for older adults**
- are aged 6 months old or over and have a **weakened immune system**

The NHS/surgery will inform you if you are eligible for the vaccination.

We will be holding clinics at Fisherton House, Salisbury Medical Practice weekdays, evenings and Saturdays.

Friends of Salisbury Medical Practice



We need you!

We need patients to take an active role in the day to day running of our charity and are looking for voluntary support.

Currently our charity is run by a small group of trustees and staff members. Unfortunately, we are unable to keep the charity running in this format and without patients taking on an active role to allow staff members to step down, we will need to close it down.

Over the past few years the charity has funded many projects and items to benefit our patients and the wider community – we would love to continue and we have lots of ideas, but without help this is not possible.

If you interested, please email Steph at steph.coady@nhs.net or call the practice on 01722 333034.

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
- ❖ Feno machine
- ❖ Spirometry machine
- ❖ Defibrillator to benefit the wider community (situated outside Harcourt Medical Centre)

www.friendsofsalisbury.co.uk

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.

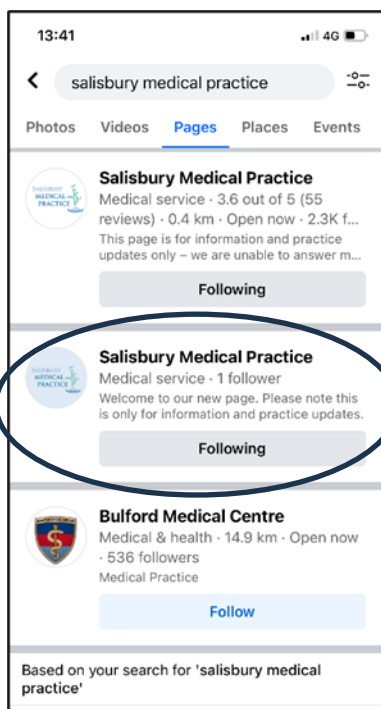
We have a dedicated option on our telephones for cancelling, meaning you do not have to wait for the phone to be answered and can leave us a voicemail message. You can also email us on bswicb.smp@nhs.net.

Facebook



Unfortunately, we have lost access to our previous facebook page so we have created a new one. Please follow our new page via this link, or search Salisbury Medical Practice and it is the second page listed (with the light blue logo).

[Salisbury Medical Practice](#)



Instagram



We have created a page to share health campaigns and practice updates – search Salisbury Medical Practice on Instagram.

Pharmacy First



Your local pharmacist can now provide medicines for seven conditions, if necessary, without the need for a GP appointment or prescription.

Conditions they can treat as part of Pharmacy First are:

- earache (aged 1 to 17 years)
- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)
- sinusitis (aged 12 years and over)
- sore throat (aged 5 years and over)
- urinary tract infections or UTIs (women aged 16 to 64 years)

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed. They will then update your GP health record.

For more information, visit www.nhs.uk/thinkpharmacyfirst

Bishopdown Surgery



After some legal delays – we are now able to begin renovations to the Bishopdown Surgery. This will include some structural work to increase the number of consulting rooms as well as general decorating and improvements to the building.

The works will be starting very soon, and we will endeavour to keep disruption to a minimum whilst these are being carried out.

Once the renovations are complete, we will begin to offer outreach services at the Bishopdown branch.