

# NEWSLETTER

## Keeping you Informed

### When the Surgery is Closed

If you become unwell when the surgery is closed please ring 111 and they will be able to advise you. This service is manned 24 hours per day, 7 days a week.

### Carers

Do you look after someone who couldn't manage without your help? Please let us know so we can support you and put you in touch with Carers Support Wiltshire, who are a local charity.

### Shingles

We offer Shingles vaccinations to the eligible cohort of patients between 70 and 80. Please contact the surgery to check if you are eligible.

### Pneumococcal Vaccine

We would like to vaccinate patients over the age of 65 who are eligible for the pneumococcal vaccine. Please contact us to see if you are eligible and the necessary appointment can be booked in with either Ali or Elly.

We would like to reassure you all that the surgery is very much open, we are seeing those who need face to face appointments and are here to look after you.

Thank you all for your amazing patience during what is a very busy time. This may often mean longer waiting times at the front desk, back window or on the telephone. We appreciate your understanding.

**National GP Survey:** Burbage Surgery came 73rd out of 6658 GP practices in the UK in the National GP patient survey. Here is where the information can be found; <https://www.gp-patient.co.uk/report?practicecode=J83601>

90% of respondents usually get to see or speak to their preferred GP when they would like to  
Local (CCG) average: 50% National average: 45%

98% of respondents find it easy to get through to this GP practice by phone  
Local (CCG) average: 74% National average: 68%

93% of respondents are satisfied with the general practice appointment times available  
Local (CCG) average: 70% National average: 67%

We are very proud of this achievement. Thank you to all who responded to the survey.

**Flu and Covid Boosters:** We have run two flu clinics with more to follow once the vaccines have been delivered. The next delivery will be on 26th October so another clinic has been scheduled for 9th November in the Burbage Village Hall.



### NHS Health Checks

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If you are aged between 40 and 74 and your age ends with a 0 or 5 you are eligible for a NHS Health check. If you would like this check, please call the surgery and book with a practice nurse. Ali or Elly will be very pleased to see you.

### MenACWY

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If you are aged between 18 and 25 you could be eligible for a MenACWY vaccine. Please call the surgery to book your appointment with one of our nurses.

### Flu Vaccines

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Flu vaccines will be offered to all clinically vulnerable patients as in previous years. They will also be offered to those over the age of 50, as last season. Child Flu vaccines, please contact us to book your 2 and 3 year olds in, or if your child has missed the school programme. Please keep an eye on our website and Facebook page for the most up to date information.

### Covid-19 Booster Vaccines

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These booster vaccines will be offered to all high risk patients, once it has been clarified by the Government. Our website will contain the most up to date information about these boosters and we will contact people when they are eligible.

We have also run our first Covid Booster clinic at Ramsbury surgery. Our over 80 patients received their booster and most also received their flu vaccines. The next two clinics are arranged for 3rd and 17th November for anyone that received their second dose before 17th May 2021.

Watch this space, our website and Facebook page for any further updates.

**Text Messages:** Sorry for any confusion caused with our text message confirmations for the Flu and Covid clinics. This confirmation message can not be changed and is used just to confirm date and time. Please go with the original text to request that you book Online or call us. Flu clinics take place at the Burbage Village Hall and Covid vaccinations take place at Ramsbury Surgery, SN8 2QT.

**Online Access:** Please use our Online services whenever you can to book your telephone consultations with the GPs. This system can also be used to order any repeat medication that you may have. These services can be accessed via our website and you will need a username and password. If you do not already have these, please call us and we can send them to you.

**Books:** We have a small collection of books in the surgery, should you wish to read one, these can be taken for a small donation. Happy Reading.

