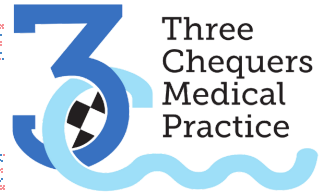


Three
Chequers
Medical
Practice



Patient Newsletter
Christmas 2021 edition



Three
Chequers
Medical
Practice

THE PRACTICE INSIDER

Contact Details

Breaking News! If we do not have your correct telephone number or address - we cannot contact you!

As crazy as it seems to have to say it, we **do not** have all of our patient's most up-to-date contact information and that might mean you are missing out on key communications. Please let us know whenever **any** of your contact details change.

If you have not already given us your mobile number and consented to SMS messages; you can do so by giving us a call or sending an email to:

r.3chequers@nhs.net

You can also send us your email address and we can add this to your record and, with your consent, we can send you letters and updates using this method.

This makes it so much easier for us to contact you - we can even send you this newsletter by text or email; I hear your cries of joy - do it now!

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A message from the Management...

After another difficult year, we would like to take this opportunity to thank all of our patients for your support.

We would also like to thank our staff, their dedication, resilience and teamwork has been wonderful and we are very thankful to have such a magnificent team.



Yuletide timings



Endless Street Surgery

Fri 24/12 08:00 - 18:30

Sat 25/12 Closed

Sun 26/12 Closed

Mon 27/12 Closed

Tue 28/12 Closed

Wed 29/12 08:00 - 18:30

Thur 30/12 08:00 - 18:30

Fri 31/12 08:00 - 18:30

Sat 01/01 Closed

Sun 02/01 Closed

Mon 03/01 Closed

Tue 04/01 08:00 - 18:30

Winterslow Surgery

Fri 24/12 08:00 - 18:00

Sat 25/12 Closed

Sun 26/12 Closed

Mon 27/12 Closed

Tue 28/12 Closed

Wed 29/12 08:00 - 18:00

Thur 30/12 08:00 - 18:00

Fri 31/12 08:00 - 18:00

Sat 01/01 Closed

Sun 02/01 Closed

Mon 03/01 Closed

Tue 04/01 08:00 - 18:00

Three Swans Surgery

Fri 24/12 08:00 - 18:30

Sat 25/12 Closed

Sun 26/12 Closed

Mon 27/12 Closed

Tue 28/12 Closed

Wed 29/12 08:00 - 18:30

Thur 30/12 08:00 - 18:30

Fri 31/12 08:00 - 18:30

Sat 01/01 Closed

Sun 02/01 Closed

Mon 03/01 Closed

Tue 04/01 08:00 - 18:30

Porton Surgery

Fri 24/12 08:00 - 18:00

Sat 25/12 Closed

Sun 26/12 Closed

Mon 27/12 Closed

Tue 28/12 Closed

Wed 29/12 08:00 - 18:00

Thur 30/12 08:00 - 18:00

Fri 31/12 08:00 - 18:00

Sat 01/01 Closed

Sun 02/01 Closed

Mon 03/01 Closed

Tue 04/01 08:00 - 18:00

If you have an urgent problem whilst the surgery is closed, please call 111 or 999



A "boost" for Christmas Cheer!

As we are sure that you are aware, we launched our COVID booster clinics in October at the Bourne Retail Park, next to Dunelm. These clinics have been a huge success, in no small part down to the incredible staff who are selflessly putting in session after session of vaccines.

These clinics have been a huge success and, so far, we have vaccinated over 3,500 patients in just 4 weeks!

We have been inundated with staff wishing to work at these clinics - from Radiographers, Nurses, Dentists and Physiotherapists from many different settings; the Hospital and local Dental Practices. A special mention has to go to our own staff who have, once again, outdone themselves. In total, nearly 1,000 hours have been worked by our staff (in addition to the staff not from the practice!) over the course of these clinics - which is an astonishing figure, given that it is all in addition to their "day jobs".

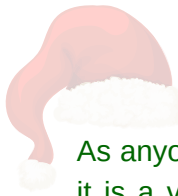
The clinics will be continuing until 18th December. We will be inviting patients to book in when they are due, if you do not hear anything from us, please don't be backwards in coming forwards! Our Reception team is always happy to help so call us to book in:

01722 336441

Helping Hands

We would like to say a great, big "**Thank you**" to the wonderful businesses of Salisbury. Tesco provided us with Tea, Coffee and Biscuits to keep everyone sustained as well as festive decorations. "A Quick Turnover" provided our magnificent tree and Wilton House Garden Centre have donated some lovely decorations! Dunelm gifted us a Microwave and Kettle for the staff of the clinics as well as some more festive decorations; Starbucks on Southampton Road have also been very kind in providing coffee; Shopmobility Salisbury have lent us wheelchairs for patient use.

Once again, the community has "pulled in" magnificently to show us their support and we are **very grateful** for it!



Facelift for Three Swans

As anyone who has visited Three Swans Surgery recently will know, it is a very tired building! Over 25 years of non-stop use and only minor decorative work in the meantime has left the building in need of some love. After months of planning and discussion, the decision has been made and the Surgery is going to get the treatment it deserves!

On the 1st April 2022, the Three Swans Surgery will shut it's doors for a period of 8 weeks to receive a full complement of cosmetic treatment; improving the lighting, upgrading the clinical room flooring and major redecoration works to all of the walls, skirting boards and exterior windows to name just a few of the jobs on the list to complete.



We will be posting a photographic and video diary on the website of the progress so you can track the progress on a week by week basis.

Of course, we have not forgotten the most important part; will this affect your ability to get an appointment with us? The answer is, of course, NO! All of our

face-to-face clinics that would have been held at Three Swans will be transferred to Endless Street Surgery, Porton & Old Sarum Surgery and Winterslow Surgery. This may mean you have to travel for an appointment, of course, we will continue to do our best to ensure appointments are convenient for you and that our service continues with your safety at the heart of everything we do. More information on how we will do this will be added to the website (and the New Year newsletter) for your information.

COVID measures



Most of you are aware of the safety measures we have in place to protect you, and our staff, from the dangers that still surround us from COVID-19.

By far the biggest impact each and every one of us can make is getting **two doses of the vaccine**. Most of us are even able to take a **third dose or booster** - bolstering that impact yet further.

However, vaccination does not equal invincibility or exemption to contracting **or** spreading the disease and, as a facility whose biggest concern is **your health**, we have to continue to take measure to ensure that we are protecting you.

Therefore, we will continue restricting access to our premises to those with an appointment and we will continue to ask each and every one of you to wear a face-covering when you're in the building. We will also continue taking temperatures and asking patients the mandatory screening questions before letting them enter.



Do you have a high temperature or headache?



Do you have a new, continuous cough or sore throat?



Have you had a loss of taste or smell?



Have you got a runny nose?

We understand that some of you may find this inconvenient, but these extra measures are proven to work and trust that you understand that this is necessary.



We wear ours to protect you

Please wear yours to protect us





Carer's Corner



Platinum Award - AGAIN!

We are overjoyed to announce that our *incredible* Carer's team have, once again, been awarded Platinum Accreditation from Carer Support Wiltshire in recognition of their work with Carers. Clare Christopher and Lyn Seymour are the Carer Leads for the practice and are absolutely delighted to have restarted events and activities for Carers.



If you are a Carer and are not already getting updates from the Carers Team, then please contact us - three.chequers@nhs.net or call **01722 336441**

POWOW



We are thrilled to announce that our monthly coffee morning for Partners or Widows or Widowers (POWOW) have restarted!

Meetings take place on the first Thursday of the month, between 10am and 12noon at St Thomas'

Church (except on 2nd December - when we will host it at Salisbury Arts Centre). The coffee mornings are incredibly popular and are a chance for people to meet a friendly community.

If your husband, wife or partner has died and you would like to chat to others with a shared experience, please do come and join us. Refreshments are provided by the surgery.

We would like to say a big "thank you" to St Thomas' Church for their ongoing support of these events.



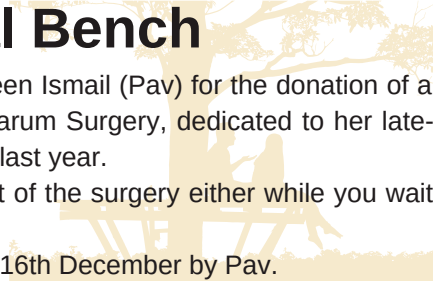


Memorial Bench

The Practice would like to thank Parveen Ismail (Pav) for the donation of a bench to be placed at Porton & Old Sarum Surgery, dedicated to her late-husband, Roy who sadly passed away last year.

This bench can be used by any patient of the surgery either while you wait or as an area of quiet reflection.

The bench will officially be unveiled on 16th December by Pav.



* * * * *

Tis the season to be jolly

**THREE CHEQUERS
FESTIVE JUMPER
DAY**

Tuesday 21st December 2021

This year we are raising money for
Salisbury Hospice Charity in memory
of Elaine Johnstone

Following the success of last year's Festive Jumper day, we have decided to do it all over again with all donations going to the Salisbury Hospice Charity in memory of our friend and colleague, Elaine. All staff wearing their "festive best" will be asked to make a donation to this wonderful cause. Look out for photos of the team in the next newsletter!

* * * * *

Going Green

The Practice is delighted to announce that we will be taking part in more "Green" activities and encouraging our patients to participate.

As part of this new initiative, some of you will be invited to have your medication reviewed

to see if there is a suitable, more carbon-neutral alternative to reduce our carbon footprint.

We hope that you will all be as excited as we are to see how much of a difference our changes can make!





Online Appointments

Some of you will have noticed that we are increasing the accessibility to our appointments by offering the ability to book online, not only does this give you greater flexibility but it also reduces the volume of calls coming in to the Hub.

Having trialled this for a few months, we are fairly happy that these have been well-received and patients are utilising this service well.

In the coming weeks and months, we hope to expand this further and offer more clinic types to further increase the ease with which you can access the care you need.

Please be aware that you **will not be able** to book face-to-face appointments with a GP via this route and booking another slot type, then turning up and expecting to see the GP will only result in you needing to return home and arrange a triage appointment first.

New arrivals

Since our last edition of the newsletter, we have had a few new faces join us; some of you may already have had the pleasure of being treated by one of our "newbies". For the rest of you, we are very proud to introduce:

- Richard Mortimer (Paramedic)
- Dr Alexandra Blackham (GP)
- Nici Glover (Practice Nurse)
- Brendan McNamara (Paramedic)
- Charlotte Ward (Practice Nurse)
- Darcey Shipp
- Alison Nimmo (both, Healthcare Assistants)

Not only have a few new Clinical staff swelled our ranks, but we have had some new Administrative staff join us, too. Please join us in welcoming:

- Andrew (IT Systems)
- Kory (Patient Service Coordinator)
- Abigail (Reception)
- Stacey (Reception)
- Ratna (Reception)
- Papiya (Scanning administrator)
- Debbie (Vaccination Admin)
- Amy Budd (LQM Admin)

