

NEWSLETTER - SPRING 2020

Welcome to our Spring edition of the practice newsletter in which we hope to keep you updated with changes and news from the practice.

SATURDAY RESTRICTED SERVICES

Saturdays are for Pre Booked Appointments only. We do not have the facilities to carry out any other services such as prescription queries. Thank you for your understanding.

Mobile Phones

Text Message Reminders

This GP Practice sends text message reminders to our patients. You can receive information by text message on your mobile phone regarding appointments and your health care.

What you need to do?

If you would like your practice to contact you via the text messaging service please make sure that we have a current mobile number for yourself or any family/household members.

Text message consent form

If you do not wish to receive these reminders please contact the surgery who will update your records.

Remember

Remember to tell us of any change in your mobile number as the service will only work if your contact information is up to date.

Whilst the GP Practice will regularly check your telephone numbers with you, please be aware that the onus of keeping your contact details current with the practice rests with you.

NHS Health Checks

As we get older, we have a higher risk of developing conditions like high blood pressure, heart disease or type 2 diabetes.

Your free NHS Health Check can spot early signs and help prevent these happening to you, which means you'll be more likely to enjoy life for longer.

An NHS Health Check helps find ways to lower this risk.

Call Recording

You will notice when calling in to the Surgery there is a message at the beginning of your call. Moving forward, now all telephone calls are recorded for both the patients and the staff of Three Chequers Medical Practice. Recording these calls enables us to check correct procedures are being followed and furthermore may be used to assist any dispute.

EASTER OPENING TIMES 2020

The surgeries will be open the following times during the Easter period:

Thursday 9th April 2020	8.00am - 18.30pm Endless Street and Three Swans 8.00am - 18.00pm Porton 8.00am - 16.30pm St Ann's Street 9.00am - 12.30pm Winterslow
Good Friday 10th April 2020	CLOSED
Saturday 11th April 2020	(Three Swans Surgery) Open for pre-booked appointments only
Sunday 12th April 2020	CLOSED
Monday 13th April 2020	CLOSED
Tuesday 14th April 2020	All surgeries will be open as normal

A BIG THANK YOU FOR ALL OUR CHRISTMAS GIFTS

A very big thank you to those generous patients who kindly gave us gifts over the Festive Season!

From all the Three Chequers Team

LQM Annual Review

As part of our commitment to high quality care, and our extended role under the GP contract, the practice invites certain groups of patients in for an annual review of their condition and medication.

We invite patients in writing on or around their birthday month.

The various types of review appointments we offer are run by specific clinicians and are each structured differently, depending on the condition being reviewed, so it is important to request the right appointment type from the receptionist when you book. What you need to ask for will always be mentioned in your invite letter.

While we encourage patients to attend these reviews, if you can not, or do not want to attend, we would be grateful if you could notify us so that we do not send you any more reminders until the following year.

A maximum of 3 written invites will be sent to you if you do not respond, though for cost efficiency and patient convenience, we have started to also send invitations for review via our text messaging service.

**Book your LQM appointment today!
01722 336441**



The Trussell Trust Donations from Three Chequers Medical Practice Team Instead of Christmas Cards for many years now the team at Three Chequers Medical Practice do not give each other Festive wishes in the form of a Christmas Card. Instead all the team make a donation of food which is collected throughout December which is then given to the Trussell Trust to help in feeding those less fortunate. We are pleased to announce that 2019 was a record year for donations with over 5 huge boxes full of food donated!

Endless Street Surgery
72 Endless Street
Salisbury
SP1 3UH

Porton Surgery
32 Winterslow Road
Porton
SP4 0LR

St Anns Street Surgery
82 St Anns Street
Salisbury
SP1 2PT

Three Swans Surgery
Rollestone Street
Salisbury
SP1 1DX

Winterslow Surgery
Middleton Road
Winterslow
SP5 1PQ

Telephone: (01722) 336441

From the PPG (Patient Participation Group)

Triage A few months ago a patient had to use the Triage system. Early on a Monday morning the patient rang the surgery, explained their symptoms briefly to the receptionist, received a call back from the Triage Doctor, was directed to a surgery to be seen by a GP and by midday they were in the Medical Assessment Unit of Salisbury hospital – Triage working at its best for patients with urgent medical needs.

Sometimes all that is needed is telephone advice from the duty doctor and can give much needed reassurance to a parent with a sick child (who will be given priority) or perhaps a carer looking after someone with complex needs.

It is NOT for repeat prescriptions or sick notes or routine matters.

Use the system wisely – it can be a life saver.

Abusive Patients Surgery staff (especially those taking our telephone calls and reception staff) are increasingly encountering verbal abuse from patients. Shouting or swearing at people who are there to help is soul-destroying for everyone. When we are upset, ill or frustrated with the NHS systems, it really doesn't help to "let rip" on another human being. Kindness and politeness work two ways, so please treat others as you want to be treated yourself.

The PPG welcomes feedback and suggestions from patients. Please contact us through the Practice Manager who will pass on correspondence to the Group.

Have you had your Flu vaccine ?

There are many myths surrounding flu and the flu vaccine. So here are some of the facts:

- Flu is much worse than a heavy cold.
- Flu symptoms come on suddenly and sometimes severely. They include fever, chills, headaches and aching muscles, as well as a cough and sore throat.
- If you get complications caused by flu, you could become seriously ill and have to go to hospital.
- The flu vaccine cannot give you flu The injected flu vaccine given to adults contains inactivated flu viruses, so it cannot give you flu.
- Flu cannot be treated with antibiotics Flu is caused by viruses. Antibiotics only work against bacteria. You may be prescribed antiviral medicines to treat your flu.
- Antivirals do not cure flu, but they can make you less infectious to others and reduce the length of time you may be ill. To be effective, antiviral's have to be given within a day or 2 of your symptoms appearing.
- A bacterial infection may occur as a result of having the flu, in which case you may be given antibiotics.

**You need to have the flu vaccine every year!
Book your vaccine today!**

We still have many patients under the age of 65 in what are known as 'at risk' categories who have not attended for their flu vaccine.

Carers Corner Are you a carer? A carer is anyone who cares, unpaid, for a family member or friend who could not always manage without their support. They might look after someone with a physical disability, long term health condition, mental health issue or a problem with substance misuse.

If you are a carer we would like to know so that we can offer you support including carers clinics, referrals to other agencies; applying for grants; helping to complete paperwork, newsletters, and having the opportunity to chat about your situation. We run a regular series of events for carers.

Our New Website is live...!

We are proud to launch our new practice website, which aims to provide patients with a convenient way of finding out practice news, patient services & health resources, 24 hours a day, 7 days a week.

Responsive Web Design have designed our website using the latest technology so that our patients can view them on any device whilst at home on their PC, tablet or on the go using their mobile phone.

Our links on the home page offer trusted advice about self-help & well being for minor illnesses & ailments, where to seek advice from a health professional, which part of the NHS is best placed to meet your needs.

You are able to leave feedback directly on the site and we hope that you find what you are looking for. Please contact our reception if you have any questions about the website, so we can make it as useful and user friendly as possible for our patients.

Notice - Old shortcuts will not work and you will have to save new ones from the New Website.

Change to prescribing over the counter medicines

Wiltshire CCG is following new guidelines set out by NHS England in March 2018, meaning that for 35 minor, short term health conditions, medicines which are available over the counter will no longer be routinely prescribed.

Following a period of national consultation, NHS England published new guidance which covers 35 minor, short-term health conditions which are either:

Self-limiting – a condition which doesn't require any medical advice or treatment as it will clear up on its own, such as sore throats, coughs, colds and viruses

Suitable for self-care – a minor illness that is suitable for self-care can be treated with items that can be purchased over the counter from a pharmacy. For example, these conditions include indigestion, mouth ulcers, warts and verrucae.

The guidance also includes the restriction of vitamins, minerals and probiotics as items of limited clinical effectiveness.

The guidance applies to everyone in Wiltshire, although there are certain scenarios where patients should continue to have their treatments prescribed.

POWOW - Partners or Widows or Widowers monthly coffee mornings

We run a very popular monthly coffee morning for anyone who has lost their wife, husband or partner. Open to all, the coffee mornings are a place for people to chat to others who are in a similar situation. Some people are newly bereaved, and others have been bereaved for a while. The POWOWs are held on the first Thursday of every month at St Thomas's Church between 10am and 12 noon and all are welcome. Huge thanks to St Thomas's for supporting the practice with this. If you would like to get a reminder by text or e-mail before each POWOW please pass your details to Clare Christopher, Patient Support Lead.