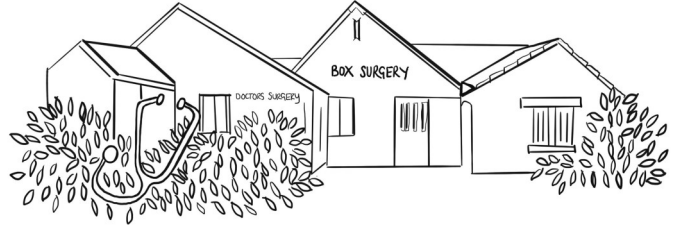


Box Surgery Newsletter

WINTER 2023



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Patient Triage Update

Since starting Patient Triage in August 2023, our clinicians have found that requests submitted by patients themselves, rather than phoning via reception, tend to have much better detail and are easier to manage, often allowing the clinician to reach a solution/offer an appointment for the patient more efficiently. If patient's are unable to complete an online request they can phone reception - although whenever possible the online form is preferable please.

74% of our medical or admin requests now come from patients submitting themselves (data from week commencing 16.10.23) which is fantastic and shows that the vast majority of our patients have been able to successfully use the system.

For anyone who may require help or guidance on completing the Patient Triage form, please see the below link with guides on submitting a request.

<https://support.accurx.com/en/collections/4067038-submitting-an-online-request-to-your-gp-practice>

AccuRx are also happy to be contacted directly by patients for any troubleshooting/help.

NHS App

Download the latest NHS App update.

The NHS App has been redesigned to make it simpler and easier to access NHS services.

Some items have moved within the App, but all the health services you need are still available. Your settings will remain the same before and after the update too.

The new, user-friendly version of the NHS App will start to be available from December 11th, making it easier to:

- order repeat prescriptions
- book appointments
- access 111 Online
- view your GP record
- and much more...

Need some help using the NHS App? Use the in-app Help feature or visit nhs.uk/nhs-app for guidance.

Self-Referrals

What is self-referral?

Did you know that there are some free NHS health services you can access without needing an appointment with your GP? This is called self-referral and could help you find the care you need quicker and more easily than contacting the surgery. Alternatively, please ask at reception for a referral form.

Self-referral services include; Urgent Eyecare Services (CUES), Physiotherapy, Podiatry, Mental Health Services and many more. For more information please see our website or Patient Triage:

<http://www.boxsurgery.nhs.uk/self-referral-services/>

<http://florey accurx.com/p/183013/self-referral>

Sleepstation

If you're still experiencing difficulties with your sleep, Sleepstation can provide you with the support and guidance you need to sleep well. You can self-refer by calling 0333 800 9404 or via the website.

For more information, please see our website: [Sleepstation – Box Surgery](#)



Primary Care Network (PCN) Updates

In our PCN, we work with the surgeries in Corsham and Chippenham to provide extra services. The PCN team continue to provide additional on the day appointments at the Urgent Care Centre, which is improving capacity across all 5 surgeries.



The same-day physiotherapy (First Contact Practitioner) service is also thriving.

A new project involves local care homes and a team of Physician Associates, paramedics, Trainee Nurse Associates and nurse practitioners visiting care homes to provide support to the GP's in looking after residents.

Patient Participation Group (PPG)

Would you be interested in joining our Patient Participation Group (PPG)?

A PPG is a group of people who are patients of the surgery and want to help it work as well as it can for the patients and staff. The NHS requires every practice to have a PPG.

Box Surgery PPG meet quarterly with the Practice Manager and one of our GP Partners.

We are looking to recruit new members and would particularly welcome anyone from under-represented groups such as carers, under the age of 60, LGBTQ+, all ethnic backgrounds. Please email boxsurgery@nhs.net if you are interested in joining.

Introducing our Clinical Staff

Practice Nurses

Jo Hall

I registered as an RGN in 2009 and started employment as a surgical nurse on the Shalbourne Suite, Great Western Hospital. This gave me valuable experience to move onto a variety of roles, including Community Nursing, Prison Nursing, and finally General Practice. I am currently the Lead Nurse for Box, working predominately at MoD Corsham but also at the Box Practice.



Jo Richman

After qualifying, I worked initially as a Registered General Nurse and later as a Midwife. I came to Box Surgery on a short term contract (to cover someone's Maternity leave) but never left (that was in 1991!)

I have seen many changes in General Practice in this time though continue to greatly enjoy the variety the job entails and working alongside a wonderful team of colleagues.

My special interest is in Respiratory Disease and Care.

Outside of work I enjoy keeping active by walking with my dog and friends, swimming and enjoying the garden plus my ducks and chickens.



Lisa Arthurs

I have been a member of the Box Surgery family since October 2017. After qualifying in 2011 my first stepping stone was ward based at Southmead Hospital in Bristol. I soon became very interested in chronic diseases.

I had a short break from my career with my first son Zach and then started to look for a Practice Nurse role as I always knew I would end up in primary care. I consider myself very lucky to be accepted by Box Surgery and since then I have been developing my skills and knowledge in what I do day-to-day.

I have a keen interest in Diabetes management and I am the Lead Diabetes Nurse for the surgery.

I now have 2 boys and enjoy spending my free time with them, I am a keen recycler and collect items of recycling for charity. I love to explore nature and want to see more of the world.



Sonia Dyke

I joined Box Surgery over 4 years ago. I am the Child Immunisation Nurse and Wound Care Lead, as well as performing most other general nursing duties. I worked as a Community Nurse and in a Minor Injury Unit, amongst other things before joining Box Surgery. I am currently studying a module at the University of Bristol in Long Term Conditions.



Health Care Assistants (HCA)

Nikki McMillan

I started at Box Surgery in 2015 and I love that no one day is ever the same! We are a fab team at the surgery and we all support each other in everything we do.

Outside of work we are a family passionate about animals, big and small. It is a very rare week if we do not have an injured/sick or abandoned animal recovering in our house.



Caroline Gerrish

I started at Box Surgery in 1996 as a member of the reception team and started HCA training in 1998. I enjoy my work at Box Surgery and I have come to know a lot of patient's over the years!

Outside of work I enjoy my exercise classes and looking after my grandchildren!

**Nurse Practitioner**

Louise Miflin

After completing my nurse training in 2008 at UWE in Bristol, I spent 10 years working at the GWH in Swindon. This included General Surgery, Day Surgery followed by a 6 year stint in the Emergency Department where I progressed to Sister. After having my 2 children I moved to the world of General Practice and gained advanced skills to become a Nurse Practitioner in minor illness and injury. I have been at Box Surgery since April this year and work alongside a fantastic team.

Paramedic

Meg Copson

After graduating as a Paramedic from Plymouth University in March 2020, I began my career with the Ambulance service during the Covid pandemic. I started my role within Box Surgery in January 2023. I support the duty doctor and am the first point of contact for patients with acute illness. I assess and diagnose patients and create a tailored care plan to suit their clinical needs. In my free time I enjoy walking in the lovely countryside with my partner Matt and standard poodle Maggie.

Pharmacist

Zoë Pearce

After studying Pharmacy in Portsmouth, I returned to the Westcountry in 2006, undertaking my pre-registration training in the Chippenham area. On qualifying, I managed Sainsburys Pharmacy in Chippenham for a number of years, before moving into general practice work; first working for Box Surgery in 2008. My role here is to optimise the use of medicines - ensuring our patients achieve the best possible outcomes from prescribed treatments in a safe, and cost-effective manner. In my spare time I enjoy coastal path walking, gardening and interior design.

Christmas and New Year Bank Holidays

Please note that the surgery will be closed on the following dates over Christmas and New Year, in line with the Bank Holidays:

Monday 25th December CLOSED

Tuesday 26th December CLOSED

Monday 1st January CLOSED

Please ensure you check your medication stock a couple of weeks prior to the Christmas break to ensure you have enough to cover you whilst the surgery is closed.

Please speak to your local pharmacy to see when they are closed over Christmas or if they are open on reduced hours.

Time to Talk Day— 1st February 2024



Time To Talk Day - Time To Talk Day

Time to Talk Day is the nation's biggest mental health conversation. Happening every year, it's a day for friends, families, communities, and workplaces to come together to talk, listen and change lives.

The next Time to Talk Day will take place 1 February 2024.

World Cancer Day—4th February 2024

Who's behind World Cancer Day?

World Cancer Day is an initiative of the Union for International Cancer Control (UICC), the largest and oldest international cancer organisation dedicated to taking the lead in convening, capacity building and advocacy initiatives that unite the cancer community to reduce the global cancer burden, promote greater equity, and integrate cancer control into the world health and development agenda.



Eating Disorder Awareness Week—25th February 2024

[Eating Disorders Week \(rethink.org\)](https://rethink.org)

[Overview – Eating disorders - NHS \(www.nhs.uk\)](https://www.nhs.uk)



An eating disorder is a mental health condition where you use the control of food to cope with feelings and other situations.

Unhealthy eating behaviours may include eating too much or too little or worrying about your weight or body shape.

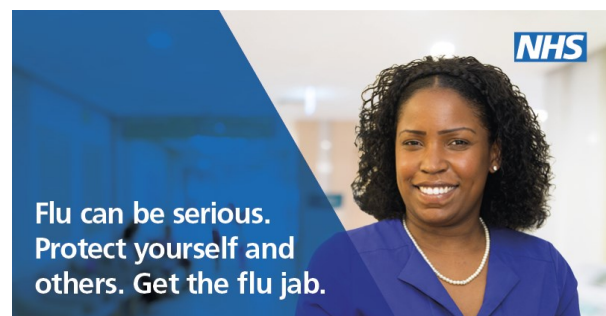
Anyone can get an eating disorder, but teenagers between 13 and 17 are mostly affected. With treatment, most people can recover from an eating disorder.

Carpark

Sadly, on a few recent occasions some of our staff members cars have been damaged whilst parked in the surgery car park, without any ownership of the person who caused the damage.

Whilst we appreciate that the car park can be extremely busy at times and that the spaces provided are not very spacious, please can we ask that you take consideration to other vehicles upon parking and exiting the car park.

Please can we also ask that if you have accidentally caused damage to another car that you inform our reception team and leave your contact details with them.



Flu Vaccines for 18-64 Year Olds

It is very important at this time of year to protect yourself from flu as this can be a serious or life-threatening illness. This is offered every year to people who are at a higher risk of getting seriously ill from flu. We have a final clinic on 28th December for anyone who is eligible, over 18 and who won't attain age 65 by 31st March 24. If you have been invited, please book by the link sent or if you think you should be eligible, please call us to check or email boxsurgery@nhs.net



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