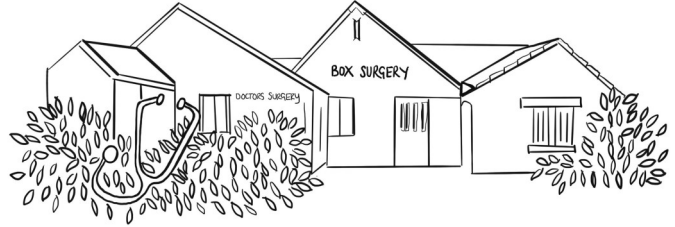


# Box Surgery Newsletter

SPRING 2024



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## Covid Spring Boosters (starting April 2024)

### Who is eligible?

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

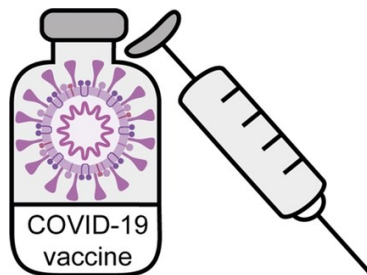
### When will I be invited?

We will be inviting all eligible patients aged 18+ to book with us. Please ensure we have an up-to-date mobile or email address where applicable.

### Housebound patients

Anyone who is recorded by us as housebound will be vaccinated by a central team as per the Autumn 2023 boosters.

***Please note that the surgery will not be vaccinating eligible under 18 year olds.***



## Spring and Summer Approaching



### How to enjoy the sun safely



#### Find shade

Take a break under trees, umbrellas or head indoors



#### Cover up

Wear a loose, long-sleeved top with a hat and sunglasses



#### Use sunscreen

On bits that aren't covered up. Use plenty with at least SPF 30 and a 4 or 5 star rating

 Find out more at [cruk.org/sun](http://cruk.org/sun)

Together we will beat cancer



## Stay safe and healthy abroad

If you are travelling abroad you may need to be vaccinated. Please make an appointment with the practice nurse to discuss the vaccinations you will need, which will depend on where you are travelling.

It is important to make this initial appointment **at least eight weeks before you travel** so that the vaccines can be ordered. You will need a second appointment to receive the vaccinations. Your second appointment should be at least two weeks before you travel to allow the vaccines to work.

Some travel vaccines are ordered on a private prescription which cost more than the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

Please see our website for more information: [Travel health – Box Surgery](#)



## For hay fever and allergies, can you buy what you need?

For hay fever and allergies have you thought about talking to your pharmacist and buying what you need?

Prescribing readily available medication like antihistamines costs the NHS millions every year, adding unnecessary strain to local GPs and the NHS. Processing these prescriptions can cost 20 times the price of buying identical medication at your local pharmacy or supermarket.

Before you call a GP, talk to your pharmacist. You don't need an appointment and for most minor illnesses it's faster and easier.

**If you take care of the little things, your NHS can keep taking care of you.**



For more information on hay fever, please visit the NHS website: [Hay fever - NHS \(www.nhs.uk\)](http://www.nhs.uk)

## Is your clinician running late?

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We apologise for any delay and inconvenience. We strive to run on time, however unfortunately sometimes delays cannot be avoided. Thank you for your patience and understanding.

### Why do delays occur?

There can be many reasons including dealing with an emergency, complex cases, arranging hospital admissions, and interruptions from urgent calls by other healthcare professionals.

Often patients bring multiple additional problems to discuss in their appointment, which can also lead to over-running, so please avoid this whenever possible.

Thanks again for your patience and for your understanding towards your fellow patients.

Please also note that the waiting room does not always reflect how busy the surgery is. We offer many telephone consultations, with both our nursing team and GPs. Our duty team are always busy dealing with incoming triage requests through Patient Triage and also urgent telephone consultations.



## Upcoming Bank Holidays

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Please note that the surgery will be closed on the following dates in line with the Bank Holidays:

Friday 29th March CLOSED

Monday 1st April CLOSED

Monday 6th May CLOSED

Monday 27th May CLOSED

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

Please speak to your local pharmacy to ask what hours they will be working over the Bank Holidays.

## NHS Health Checks

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The NHS Health Check is a free check-up of your overall health. It can tell you whether you are at higher risk of getting certain health problems, such as heart disease, diabetes, kidney disease and stroke.

You are eligible for an NHS Health Check if you are aged 40 to 74 and do not have a pre-existing health condition. You should be invited to an NHS Health Check by the surgery every 5 years. If you think you are eligible but have not been invited, please contact reception and we can look into this for you.

The check takes around 20 minutes with a Health Care Assistant and includes; measuring your height, weight and waist, blood pressure check, cholesterol test (finger-prick blood test) and questions about your health.

If you are eligible, you may receive a booking link via your mobile phone to book this appointment. If you are unable to book via this link, please telephone reception who can book this appointment for you.



## Pharmacy First

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You can now get treatment for seven common conditions directly from your local pharmacy, without the need for a GP appointment or prescription.

The Pharmacy First scheme was launched by the government and NHS England on 31 January 2024 to give patients quick and accessible care and ease pressure on GP services.

Pharmacy First will enable community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP.

The seven common conditions are; sinusitis, sore throat, earache, infected insect bite, impetigo, shingles and uncomplicated urinary tract infections in women.

Pharmacy First aims to free up 10 million GP appointments a year by next winter for more complex diagnosis. This will give GPs time and space to see patients with more complex conditions.

## Living Well Team

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Do you, or someone you know feel they need a bit of extra support, to feel more included in your local community, or need support at home? We can help!

Reducing isolation

Signposting & referral support to local groups & community activities

Promoting personal independence

Benefits & financial support

Mental health & wellbeing awareness support

Please contact us through the surgery or by calling: 01249 462775 or 01249 470703

Email: [bswicb.livingwell.hathaway@nhs.net](mailto:bswicb.livingwell.hathaway@nhs.net)

## Local Clubs and Communities

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Please see our website for details of local clubs in our community. These include; crafting, book club, walking, café events, netball.

[Local Clubs and Community Events – Box Surgery](#)

## Carpark

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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 accidentally cause damage to another car that you inform our reception team and leave your contact details with them.



## Appointments

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In the month of February we provided over 4000 appointments to our patients at Box Surgery despite the challenges of staff sickness. Unfortunately, we had 112 appointments for which patients did not attend. With ever-increasing demand for appointments and restricted financial support to GP surgeries, we really want to avoid wasting appointments that could be used for other patients. We ask for your care and consideration to your fellow patients by informing the surgery if you no longer need, or can no longer attend, your appointment so that we can reallocate it. We are very grateful to the vast majority of our patients who are already excellent at letting us know. Many thanks from our team at Box Surgery.

## New Telephony System

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On 21st March 2023, we are installing a new telephony system in the surgery. Please see the below information that may be helpful:

- There will be no change to our telephone number.
- When you call the surgery and are number 5+ in the telephone queue, you will have the option to keep your position in the queue on a "call-back service". This will be active between 8:00-17:30.
- When we telephone you, our number will no longer show as withheld.
- All telephone calls are recorded.



## Patient Feedback

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After attending for certain appointments in the surgery, you will receive a text message with a link to complete a Family & Friends Test (FFT). This is a contractual requirement that all GP practices undertake and the first two questions are set by NHS England.

If you receive this message, please complete it where possible as this is a great way of obtaining feedback from our patients.

See below for feedback we received in March 2024:

### “What does the surgery do well?”

*Efficient triage and good care  
when seen*

*All parts do a good job, I like the website*

*They have patience and staff and doctor  
I saw were both excellent*

*Nurses always punctual  
and efficient*

*Approachable, patient and  
efficient.*

*They listen to what you are  
telling them.*

*The online booking system is generally  
very good and quick, much better*

*Appointments are now a lot easier. NHS  
app very good.*

*Very responsive, wonderful  
staff, always pleasant and pro-  
active.*

*The online triage is very good and  
the response is very quick*

*Good staff, caring GP's & nurse*

*Superb staff*

*Lovely doctor. Super quick appointment  
and prescriptions.*



## **Box Surgery**

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