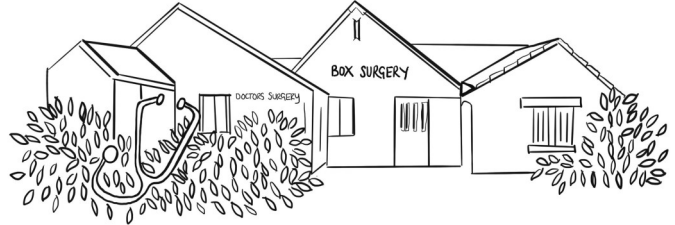


# Box Surgery Newsletter

AUTUMN 2024



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## Flu and Covid Vaccinations

The winter season is approaching and we have booked our Flu and Covid Vaccination Clinics.

Please note that our clinics are now fully booked and we are unable to hold any further clinics due to vaccine stock. We aim to further increase our vaccination capacity next year.



To book your vaccine(s) please use the following:

If you are eligible and wish to book your Covid vaccine, please contact the National Booking Service who can arrange this for you: [Book, change, or cancel a COVID-19 vaccination appointment online - NHS \(www.nhs.uk\)](https://www.nhs.uk)

If you wish to book a flu vaccine, please use the following link: [Book, change or cancel a free NHS flu vaccination at a pharmacy - NHS \(www.nhs.uk\)](https://www.nhs.uk)

If you are booked into one of our Flu and/or Covid Vaccination Clinics, please ensure that you arrive on time for your appointment and are wearing a short-sleeved shirt/dress. If you are wearing a coat or jacket, please ensure this is removed prior to entering the clinical room. Please be aware that clinicians are required to draw up the Covid vaccination, this can sometimes cause a slight delay.

Please note that our car park can be extremely busy for such clinics.

If you wish to decline either vaccination, please contact the surgery via phone or email ([boxsurgery@nhs.net](mailto:boxsurgery@nhs.net)) so we can update your records.

For further information on eligibility, please visit this page: [Flu & Covid Vaccination Clinics – Box Surgery](#)

## RSV Vaccination

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If you are eligible for the RSV vaccination, you may receive a text message or communication from NHS England advising that you are eligible for the vaccination and to contact your GP surgery.

Please be assured that once we are booking clinics at the surgery, we will be contacting our eligible patients directly to arrange an appointment.

Please note that the eligibility for RSV is very specific, as directed by NHS England, if you are pregnant and aged between 75-79 then you will receive an invite. Unfortunately, if you do not fulfil these criteria then there is no facility to have this vaccination with the NHS.

[Information on the vaccine](#)

## Different Roles in GP Practices

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Please watch this video for information on different roles within GP Practices.

[How your General Practice team can help you | NHS \(youtube.com\)](#)



## Child Immunisations

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Are your child's immunisations up to date? Current child generation illnesses are rising including Measles and Whooping cough. Check your child immunisation status and book an appointment if you need vaccinations - if they're not vaccinated, they're not protected.

[NHS vaccinations and when to have them - NHS \(www.nhs.uk\)](#)

Are you currently pregnant? Have you had your Whooping Cough vaccine—if not, please book an appointment at the surgery.

[Whooping cough vaccination in pregnancy - NHS \(www.nhs.uk\)](#)

## Self-referrals

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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 going through your surgery. Alternatively, please ask at reception for a referral form.

- Child and Adolescent Mental Health Services (CAMHS)
- CST for People with a Diagnosis of Dementia
- Community Urgent Eyecare Services (CUES)
- Drug & Alcohol Support
- Free Mental Health Support by Text
- Maternity Services
- Mental Health: NHS Talking Therapies
- Minor Injuries Unit (MIU)
- Off the Record Bath and North East Somerset (OTR)
- Perinatal Pelvic Health
- Hospital-based Physiotherapy
- Podiatry
- Sexual Health
- Stop Smoking Service
- Wiltshire Continence Service

For more information on how to self-refer to these services, please visit our website: [Self-Referral Services – Box Surgery](#)

## Upcoming Changes within the Practice

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### Reception Area

As you may have noticed when attending the surgery, we are having some renovation work carried out in our reception and admin area. We have previously received feedback from patients that the reception space can appear “unwelcoming” and we hope the new changes will make our reception area more welcoming for patients and visitors. The changes include a new front desk space, from which our reception team can help patients and answer any queries you may have.

As a reminder, most people can use the online form on our website to submit medical or admin queries, which is often faster than waiting on hold or in queue. Of course, for those unable to use the online form, please call our reception team who are happy to help you.

### Staff

Harry Phillips will be joining our team mid-October as an IT and Data Administrator.

Dr Rhoda Adu-Boafo has recently started at Box Surgery as an ST2.

Briony Gill also joined the practice at the beginning of October as a GP Assistant (GPA).

We are delighted that Dr Lucy James, who many of you will have met in the last year as our GP registrar, will be joining our team of salaried GPs in December.

## Statistics

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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.

In August 2024...

- We received 1,605 medical requests via Patient Triage and 295 admin requests.
- Reception took 3,904 incoming calls with the average queue time being 2 minutes and 56 seconds.
- Our clinical and reception team combined completed 3,369 outbound calls.
- 3,655 appointments were attended, 1,224 of those appointments being telephone calls.
- Unfortunately 124 people were unable to attend their booked appointments and failed to inform the surgery which reduces our capacity to offer appointments to other patients who need them. Please always inform us if you can no longer make an appointment – thank you .

## 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 September 2024:

### “What does the surgery do well?”

*Staff are professional.*

*Prompt medical appointment, well presented medical centre and welcoming staff.*

*Patient care, communication, tx messages, you can call on the phone and someone can answer your query. All in all a great service to all.*

*Everything, the best, and I mean the best surgery I've ever been registered with, the one thing that stands out most is that everybody genuinely cares and isn't just "Going through the motions as it's there job"*

*Friendly & efficient*

*It's very professional and well run.*

*Proactive advice, exceptional leadership Dr Girder, triage brilliant. The best service in 40 years we have been with Box - no disrespect to earlier doctors. Thank you Box Surgery. We are so fortunate to have you*

*Excellent response to requests*

*So pleased that reception staff are so friendly & answer clearly If need help.*

*Continual care with annual reviews. Communication via text and/or NHS app.*

## Hospital Medication Changes

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If a doctor or other clinician in hospital has advised a change to your medication, please allow 14 days before contacting the surgery to obtain this. If the medication is required within 14 days, it should be provided by your specialist so please contact them directly. Upon discharge from hospital, you should be given at least a 14-day supply of your regular medication. In exceptional circumstances when urgent medication changes are required, we must have a written request from your specialist.

## Health Campaign Information

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Stoptober: [Quit smoking this Stoptober - Better Health - NHS \(www.nhs.uk\)](#)

Sober October: [Go Sober | Macmillan Cancer Support](#)

Breast Cancer Awareness Month: [Breast Cancer Awareness Month | Macmillan Cancer Support](#)

World Mental Health Day: [World Mental Health Day 2024 | Mental Health Foundation](#)

World Menopause Awareness Day: [World Menopause Day - International Menopause Society \(imsociety.org\)](#)

National Stress Awareness Week: [Stress Awareness Day \(rethink.org\)](#)

Transgender Awareness Week: [Transgender Awareness Week | GLAAD](#)

International Men's Day: [Welcome to the home of International Men's Day in the UK \(ukmensday.org.uk\)](#)

Carers Rights Day: [Carers Rights Day | Carers UK](#)

Movember: [Movember - Changing the face of men's health - Movember](#)



### Box Surgery

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