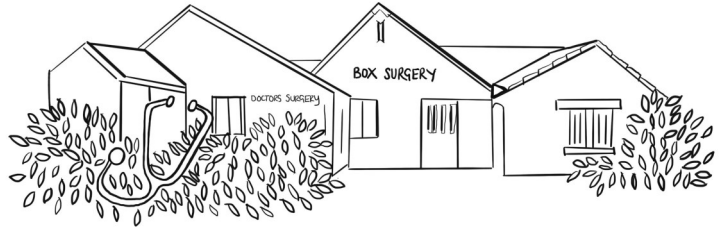


# Box Surgery Newsletter

SUMMER 2025



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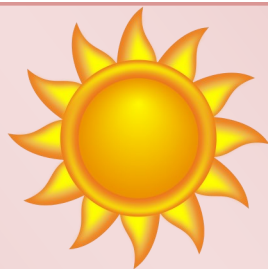
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**If you would like a hard copy of the newsletter please ask at reception, who will be happy to print it for you.**



## Tips for coping in hot weather

**Keep out of the heat if you can. If you have to go outside, stay in the shade especially between 11am and 3pm, wear sunscreen, a hat and light clothes, and avoid exercise or activity that makes you hotter.**

Cool yourself down. Have cold food and drinks, avoid alcohol, caffeine and hot drinks, and have a cool shower or put cool water on your skin or clothes.

Keep your living space cool. Close windows during the day and open them at night when the temperature outside has gone down. Electric fans can help if the temperature is below 35 degrees. Check the temperature of rooms, especially where people at higher risk live and sleep.

For more information visit [GOV.UK: Beat the heat: staying safe in hot weather](https://www.gov.uk/government/campaigns/beat-the-heat).

## Hay fever

**Hay fever symptoms are usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest. Hay fever can last for weeks or months, unlike a cold, which usually goes away after 1 to 2 weeks.**

The following things may help to ease your symptoms when the pollen count is high: put petroleum jelly around your nostrils to trap pollen; wear wraparound sunglasses, a mask or a wide-brimmed hat; shower and change your clothes after you have been outside; keep windows & doors shut as much as possible; vacuum regularly and dust with a damp cloth; use a HEPA filter in your vacuum cleaner.

Try not to: cut grass or walk on grass; spend too much time outside; keep fresh flowers in the house; smoke or be around smoke; dry clothes outside.

Although there is no cure for hay fever, your local pharmacy can recommend treatments such as antihistamines to ease the symptoms. [Find a pharmacy - NHS](#)

**For more information visit:** [Hay fever - NHS](#)

## August Bank Holiday

Please note that the surgery will be closed on the following date in August, in line with the Bank Holiday:

Monday 25th August **CLOSED**

Our telephone lines and Patient Triage will be off on the above dates and the emails will not be monitored. If you need urgent medical assistance, please call OOH 111, Accident & Emergency Department, Minor Injuries Unit, or in a medical emergency dial 999.

If you take regular medication, please ensure you have enough stock or order your next prescription early to cover the bank holidays. Please speak to your local pharmacy or click the following link to see when they are closed or if they are open on reduced hours: [Find a pharmacy - NHS](#)

### **RSV Vaccine**

The RSV vaccine helps protect against respiratory syncytial virus (RSV), a common virus that can make babies and older adults seriously ill. It's recommended during pregnancy and for adults aged 75 to 79.

RSV is a common cause of coughs and colds. Most people get it several times during their life. It usually gets better by itself, but in some people (especially babies and older adults) it can cause illnesses such as:

**Pneumonia** (a lung infection) **bronchiolitis** (a chest infection that affects babies). These illnesses can cause serious breathing problems. They may need to be treated in hospital and can be life-threatening. Getting RSV can also make your symptoms worse if you have a lung condition, such as **chronic obstructive pulmonary disorder (COPD)**. The RSV vaccine helps reduce the risk of serious breathing problems like pneumonia and bronchiolitis.

The RSV vaccine is recommended if: you're pregnant – the vaccine is recommended during every pregnancy (from 28 weeks onwards) to help protect your baby after they're born; you're aged 75 to 79. If you turned 80 after 1 September 2024, you're eligible for the RSV vaccine until 31 August 2025. You're not eligible for the RSV vaccine if you turned 80 on or before 1 September 2024.

**Please contact us to book your RSV vaccination.** You do not need to wait to be contacted before booking your vaccination.

### **FLU Season**

Vaccinations will begin for pregnant women from September 2025 and then other adult cohorts in October 2025.

Here is a more detailed breakdown:

#### **September 1 2025:**

Flu vaccinations will be available for pregnant women, and for children in the following groups:

- All children aged 2 or 3 year on 31st August 2025
- Primary school aged children from reception to Year 6; Secondary school aged children from Year 7 to Year 11;
- All children in clinical risk groups aged from 6 months to less than 18 years.

#### **October 2025 (exact date TBC)**

Vaccinations will be offered to the remaining adult cohorts eligible for the free NHS flu vaccine, including:

People aged 65 years or over; people with certain long-term health conditions, such as chronic kidney disease, asthma, COPD, heart conditions and liver disease; frontline health and social care workers.

**We will contact all eligible patients once our clinics are open.**

## Medical Requests

**For our team to deal with incoming requests safely, please do not put medical queries or problems through as admin requests.**

All medical problems or queries must be submitted as a new [medical request](#) via our website, the NHS app, or our reception team. If you are replying to a message from the surgery, please do not put information about an unrelated medical issue in your reply - submit a new medical request instead.

Thank you for your cooperation.

## Urgent Eye Issues

**Please contact CUES (Community Urgent Eyecare Services) for urgent eye issues:** Patients of any age can access urgent eyecare close to home for any new or worsening urgent eye conditions by calling **0300 303 4922 Monday to Saturday 9am to 5pm**.

CUES offers free treatment, advice and management for urgent eye conditions such as a red or painful eye, foreign body, sudden change in vision, or sudden onset of flashes and floaters which may suggest retinal detachment.

For more information, please click on this [link](#).

*Please note that patients with non-urgent or longstanding symptoms are not eligible for CUES.*

## How your local Pharmacy can help

**Pharmacists can offer advice on a range of illnesses, such as coughs, colds, sore throats, ear infections and aches and pains.** They can also give advice about medicines. This includes how to use your medicine, worries about side effects or any other questions you have. Pharmacists can suggest treatments that do not need a prescription for a range of conditions. Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First. Conditions they can offer prescription medicine for are:

impetigo (aged 1 year and over)

infected insect bites (aged 1 year and over)

earache (aged 1 to 17 years)

sore throat (aged 5 years and over)

sinusitis (aged 12 years and over)

urinary tract infections (UTIs) (women aged 16 to 64 years)

shingles (aged 18 years and over)

If you are not within these age ranges, a pharmacist can still offer advice and support decisions about self care treatment with over the counter medicines, but you may need to see a GP for treatment.

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other health professional if needed. They will also update your GP health record, but your information will not be shared with anyone else. Most pharmacies can provide prescription medicine for these conditions but contact them before visiting to check.

## Self-Referral Services

Patients can self-refer to various services such as Physiotherapy, CAMHS, Maternity Services and Sexual Health. Please see our website for other services and for more information: [Self-Referral Services – Box Surgery](#)

## Changes within the Practice

### Staff

We would like to welcome our new receptionist, Hermione Harris, to the surgery.

### Race for Life for Cancer Research UK



'The Boxettes', (11 staff from Box Surgery), will be taking part in the Race For Life Pretty Muddy 5k on Saturday 28th June at Cheltenham Racecourse to raise money for Cancer Research UK. **If you would like to donate**, please follow the link below and type 'Boxettes' into the 'Find a Giving Page' search box. Thank you. [Charity Fundraising | Cancer Research UK Giving Pages](#)

## Statistics

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 May 2025...

- We received 1643 medical requests via Patient Triage and 294 admin requests.
- Reception took 3744 incoming calls with the average queue time being 3 minutes and 16 seconds.
- Our clinical and reception team combined completed 2824 outbound calls.
- 3447 appointments were attended, 1221 of those appointments being telephone calls.
- **Unfortunately 120 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.**

**\*\*Demand for GP appointments is very high. Please always inform us if you can no longer make an appointment so that it can be reallocated – 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.

Periodically NHS England send out surveys to our patients requesting feedback on the services and staff on our Surgery. Please see the below latest comments which we are happy to share:

### “What does the surgery do well?”

“Act in a timely & professional manner”

“Responds well to requests, waiting time is fine and all staff both clinical and admin are excellent”

“Everyone at the surgery is helpful and caring. I know I will receive the best possible treatment when attending appointments”

“I think the service has considerably improved over recent months and generally it is easier to get an appointment relatively quickly”

“Triage via app is brilliant”

“Responds quickly to medical questions and provides solutions or passes the request upwards”

“Did not have to wait long when came for an appointment”

“Nice environment that runs smoothly”

“Sympathetic and listens and understanding”

### Long Term Condition (LTC) Reviews

If you have been diagnosed with a long term condition such as asthma or diabetes, we will send you an reminder to book your annual review during the month of your birthday. If your birthday falls in June, July or August please contact us to book your appointment.

### Health Campaign Information

Learning Disability Week 16-22nd June: [Learning Disability Week | Mencap](#)

National Clean Air Day 19th June: [Clean Air Day | Action for Clean Air](#)

Alcohol Awareness Week 9-13 July: [Alcohol Awareness Week | Alcohol Change UK](#)

World Breastfeeding Awareness Week 1-7 August: [World Breastfeeding Week \(WBW\) - World Alliance for Breastfeeding Action](#)

Cycle to Work Day 7th August: [Cycle to Work Day – Bricycles](#)

Urology Awareness Month September: [Urology Awareness Month - The Urology Foundation](#)

Know your Numbers Week 8-14th September: [Blood Pressure UK](#)

World Suicide Prevention Day 10th Sept: [International Association for Suicide Prevention - IASP](#)

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