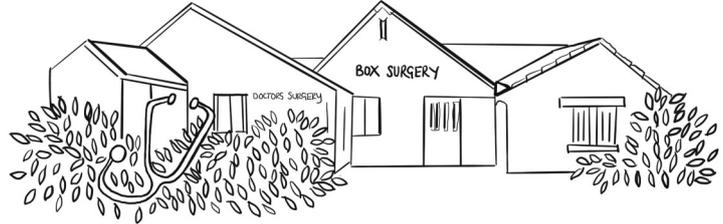


Box Surgery Newsletter

WINTER 2025



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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.

Flu Vaccinations 2025

The NHS has issued a ‘flu jab SOS’, with England’s top nurse warning people to get protected now, with only weeks to go before the worst of the flu season typically bites.

Eligible adults are being urged to come forward now, so they are fully protected ahead of the usual flu season peak in the winter months.

The NHS is calling on eligible adults to get their jab as soon as possible to stamp out the early wave of flu hitting the NHS more than a month earlier this year, with cases triple the same time last year.

It follows the biggest flu season in Australia’s history – often an accurate predictor of what is around the corner for people in England.

Eligible adults can contact the surgery now to book in for their vaccination.

Parents are being reminded to complete their child’s vaccination consent forms to schools, or to book an appointment for 2 to 3-year-olds, to ensure their child gets protected against flu ahead of the Christmas holidays.

Flu vaccines are available for everyone aged 65 and over, under 65s in clinical risk groups, pregnant women, care home residents and carers, close contacts of those who are immunosuppressed, frontline social care workers, and health and social care staff as well as children.

You can access more information on recommended vaccinations at [nhs.uk/vaccinations](https://www.nhs.uk/vaccinations)

NEW MEDICINES RECONCILIATION PROCESS-NOW LIVE!

Over the past six months, the PCN Pharmacy Team has been working hard to create a standardised process for Medicines Reconciliation across all five GP surgeries in Chippenham, Corsham & Box PCN

What does this mean for you?

Medicines Reconciliation is the way your medication is checked and updated after the surgery receives clinic letters or hospital discharge summaries. By using one consistent approach, the team can make sure any changes to your medicines are handled accurately and efficiently.

Better communication is key!

We know it's important to keep you informed. That's why you'll now receive a text message or email once your letter or discharge summary has been processed. To benefit from these updates, please make sure we have your current mobile number or email address—or that of a trusted family member or friend who you are happy to receive messages on your behalf.

Would you like some company this Christmas?

Join us for lunch on Christmas Day at Corsham Scout Hall for a celebration including dinner, entertainment, and gifts. We can even provide transport to and from the event!

With limited spaces available, *pre-booking is essential* for this event.

If you would like some *Company* for Christmas, **book your place** by calling 07467 248273 or emailing christmaslunch@hotmail.com

Please let us know any dietary requirements at time of booking.



For more information, please visit the website: www.companyforchristmas.com or scan the QR code ▶



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:

Thursday 25th December **CLOSED**

Friday 26th December **CLOSED**

Thursday 1st January **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 over Christmas or if they are open on reduced hours: [Find a pharmacy - NHS](#)



Royal United Hospitals Bath
NHS Foundation Trust

Injured or unwell? Choose the right service



Self-care

Minor issues like grazes, sore throat, coughs and colds. Visit [nhs.uk](https://www.nhs.uk) for self-care advice.



Minor Injury Unit

Urgent but not life-threatening injuries, such as sprains, burns, minor head injuries.



Pharmacy

Your local pharmacist can help with minor illness or injury, like upset stomach, pain, bites and stings.



RUH Urgent Care

Urgent but not life-threatening injuries and illness, such as broken bones, burns, wounds.



NHS 111

For urgent medical help or if you're not sure what to do, visit [111.nhs.uk](https://www.111.nhs.uk) or call 111. Available 24/7.



RUH Emergency Department or 999

For anything life-threatening or very serious call 999 or come to A&E.



GP

Call your GP for symptoms that won't go away.

#HelpUsHelpYou

If you, or the person you are calling on behalf of, has any of the following you should call 999 or 112: Severe chest pain, Difficulty breathing, Loss of consciousness, Severe blood loss, Severe burns or scalds, Fitting/convulsions, Drowning, Severe allergic reaction You should always call 999 or 112 if you feel that it is an emergency.

Changes within the Practice

Staff

We are delighted that Dr Matthew Thomas, who many of you will have met in the last year as our locum GP, has joined our team of salaried GPs.

We would like to welcome Kate Davies, our new nurse, to the surgery.

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 October 2025...

- We received **1700** medical requests via Patient Triage and **354** admin requests.
- Reception took **3196** incoming calls with the average queue time being **3** minutes and **10** seconds.
- Our clinical and reception team combined completed **3445** outbound calls.
- **5582** appointments were attended, **1250** of those appointments being telephone calls.
- **Unfortunately 195 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

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?”

“I am Deaf and they communicate with me well”

Hospital referrals are dealt with quickly

For me and my multiple communities, I like the fact that I have one Doctor. She pulls and keeps it all together, she is a great diagnostician. I do see small improvements which thrills me.

The exceptional care I am receiving is outstanding

Keep appointment times close to the time given

Respond to worries with consideration and respect

Personal service, they always know my name and family information

Listens and takes all ailments seriously

Always friendly and helpful

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 December, January or February please contact us to book your appointment.

Health Campaign Information

16 Days of Action Against Domestic Violence 25th Nov—10th Dec [16 Days of Activism against Gender-Based Violence 2023](#)

World Aids Day 1st Dec [About - World AIDS Day](#)

International Day of People with Disabilities 3rd Dec [International Day of Persons with Disabilities | United Nations](#)

Dry January 2026 [The Dry January® challenge | Alcohol Change UK](#)

Heart Month February 2026 [HEART UK](#)

LGBT+ History Month February 2026 - [LGBT+ History Month](#)

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