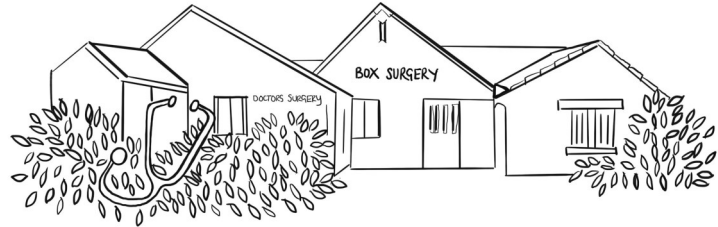


# Box Surgery Newsletter

SPRING 2026



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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.**

## Covid Spring Booster Vaccinations

### The NHS will contact you in Spring 2026 if you're eligible for the COVID-19 vaccine.

You may be offered a COVID-19 vaccine in spring if you:

- are aged 75 or over
- are aged 6 months to 74 years and have a weakened immune system because of a health condition or treatment
- live in a care home for older adults

COVID-19 vaccines are offered because viruses change and protection fades over time. It's important to top up your protection if you're eligible.

Getting the COVID-19 vaccine can:

- help reduce your risk of getting severe symptoms
- help you recover more quickly if you catch COVID-19
- help reduce your risk of having to go to hospital or dying from COVID-19
- protect against different types of COVID-19 virus

You may be eligible for a COVID-19 vaccine if you have a weakened immune system because of a health condition or treatment.

This can include if you:

- have or had blood cancer, such as leukaemia, lymphoma or myeloma
- have had an organ transplant, bone marrow transplant or stem cell transplant
- have HIV
- have a genetic disorder that affects your immune system, such as severe combined immunodeficiency (SCID)
- are having or recently had chemotherapy, biological therapy or radiotherapy
- are taking steroid medicine (depending on the dose)
- are having long-term immunosuppressive treatment for a condition such as lupus, rheumatoid arthritis, inflammatory bowel disease (IBD), scleroderma or psoriasis

This list is a summary and does not include everything. COVID-19 vaccination is an important part of protecting yourself if you're at increased risk of getting seriously ill from COVID-19.

Speak to your local pharmacy, GP surgery or specialist if you're not sure if you're eligible for the COVID-19 vaccine.

### The Living Well Team (LWT) / NHS App

On Tuesday 3rd March the LWT came into the surgery to chat to patients in the waiting room about the service they offer and to advise patients about the benefits of the NHS app.

The LWT are a non-clinical team who support patients who are aged 18 years and over, by giving them control over their own health and well-being. They explore opportunities in the community and with other healthcare professionals to improve social, emotional and physical well-being. Here are some of the things they can support with: Support to access community groups; Active health; Carer support; Basic support with benefits, debt and affordability; Dementia support; Low level mental health; Depression and anxiety; Social isolation; Addiction; Bereavement; Age UK support.

Contact them on 01249 470703 or at [bswicb.livingwell.hathaway@nhs.net](mailto:bswicb.livingwell.hathaway@nhs.net) or via surgery reception.

The NHS App enables patients in England to securely access their GP health records, including consultations, test results, allergies, and medication, as well as book appointments and order repeat prescriptions.

It is available to people aged 13 and over who are registered with an NHS GP surgery in England.

Useful links:

Step by step videos: [NHS App walk through videos - NHS England Digital](#)

Step by step guide: [NHS App step by step guide - NHS England Digital](#)

**Do more with  
the NHS App!**

-  Order repeat prescriptions
-  Book appointments
-  View your records
- And much more...



**NHS  
App**

### Travel Health

#### 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.

Prior to your initial consultation, please complete the form on this page of our website: [Travel health – Box Surgery](#) and hand into reception or email to [boxsurgery@nhs.net](mailto:boxsurgery@nhs.net).

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.



### Easter and May Bank Holidays

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

Friday 3rd April **CLOSED**

Monday 6th April **CLOSED**

Also,

Early Spring Bank Holiday Monday 4th May - **CLOSED**

Spring Bank Holiday Monday 25th May - **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 Out Of Hours 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 Easter or if they are open on reduced hours: [Find a pharmacy - NHS](#)

### Blood Pressure

You may be asked by a clinician at the surgery to monitor your blood pressure at home for a period of time [usually 4 or 7 days].

This will involve either using your own home blood pressure monitoring machine, or borrowing a machine from the surgery. Please note there is a waiting list to borrow the surgery's machine. Please follow this link for more information [Home Blood Pressure Monitoring – Box Surgery](#)

Blood pressure monitors are also available to borrow for free from some Wiltshire libraries with a library membership, including Corsham and Chippenham. Please follow this link for further information [Wearable Wellness programme - Wiltshire Council](#)

High blood pressure affects one in four adults, of whom half are undiagnosed or not receiving treatment. High blood pressure is a major risk factor for Cardiovascular Disease (CVD), and significantly increases the risk of having a heart attack or stroke. It can also indicate kidney disease. Early detection of high blood pressure, and accessing treatment, can help people live longer, healthier lives. Measuring blood pressure at home is easy, and very useful tool in giving a more accurate picture of what a person's blood pressure is like.



## Changes within the Practice

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### Staff

We would like to welcome our new Locum GP's Dr Lucy West and Dr Chris Palmer to the surgery. They will be having regular sessions at the surgery over the next few months.

### 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 January 2026...

- We received **1644** medical requests via Patient Triage and **420** admin requests.
- Reception took **3213** incoming calls with the average queue time being **3** minutes and **25** seconds.
- Our clinical and reception team combined completed **3002** outbound calls.
- **4146** appointments were attended, **1255** of those appointments being telephone calls.
- **Unfortunately 125 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?”

**Cares and responds quickly.**

**My surgery is excellent. It does everything well. Easy to make appointments. Calls always returned. Doctors and nurses are very good.**

**Answers the phone , finds a time to book an appointment that suits my schedule well, nice and polite and friendly staff, appointments seem to run on time.**

**Very kind and supportive, quick at getting the best results. Brilliant with children.**

**Runs an inviting well organised professional practice.**

**Welcoming and very professional.**

**Gets me seen when I need to be seen and very quick at replying to text messages .**

**The doctor was excellent, he explained the medical condition precisely, and arranged for the appropriate medication. In sum, a great experience.**

**Always friendly, empathetic and efficient.**

### 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 March or April please contact us to book your appointment.

### Health Campaign Information

Brain tumour awareness month—March [Brain Tumour Awareness Month | Get Involved – Brain Tumour Research](#)

Ovarian Cancer Awareness month—March [Ovarian Cancer Awareness Month in the UK | Ovarian Cancer Action | Awareness Months | Ovarian Cancer Action](#)

National No Smoking Day—11th March [Smoking - BHF](#)

Nutrition and Hydration Week—16th—22nd March [N&H Week | Nutrition and Hydration Week](#)

Stress Awareness Month—April [The Stress Management Society - From Distress to De-Stress](#)

National Walking Month—May [National Walking Month](#)

Dying Matters Awareness Week—4th—10th May [Dying Matters Awareness Week | Hospice UK](#)

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