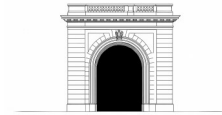


# Box Surgery Newsletter

SUMMER 2026

**Dr Andrew Girdher & Dr Terry Cottrill & Dr David Jones**  
 Dr Debbie Frith & Dr Sarah Vaughan & Dr Jonathan Brown & Dr Debs Flather  
 Dr Josie Hindle & Dr Lucy James & Dr Matt Thomas



Practice Manager – Mr Richard Marshall

**Box Surgery**

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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.**

## Fit Note (Sick Note) Process

**When You Need A Fit Note** You might need a fit note if you're unwell and cannot work for more than seven days, including weekends and bank holidays. You do not need a fit note if you cannot work for seven days or less—you can self-certify to your employer in writing or use an Employees Statement of Sickness (SC2) form, which you can download here: [www.hmrc.gov.uk/forms/sc2.pdf](http://www.hmrc.gov.uk/forms/sc2.pdf)

**After 7 Days** Once you have been off work sick for more than one week you can obtain a fit note from a doctor. If this is your first fit note for this illness you will need to consult a doctor by submitting a [medical request](#). You may not need to be seen in-person. If you have already spoken to one of our clinicians about this episode of illness and need to obtain a fit note, please submit an [admin request](#) and complete the fit note form. Please complete all the details to enable us to process your request.

**Backdating A Fit Note** An urgent appointment is not required to issue or extend a fit note, as these can be backdated to the date on which the current fit note expires. Backdating fit notes is at the discretion of the doctor.

**Extending A Fit Note** If you wish to get a further fit note, or an amended fit note, please submit an [admin query](#) and complete the fit note request form. An appointment on the day the fit note expires is not required—see Backdating A Fit Note above.

**Private Fit Notes** Fit notes are normally free of charge, however if you wish to have a private fit note completed by a doctor and have been absent from work for less than seven days there is a charge of £25. Private fit notes are at the discretion of the doctor.

**Fit Notes After Hospital** If you have been treated in hospital or seen in an outpatient clinic and require a fit note, it is the responsibility of the hospital staff to provide you with this before you leave. If you did not receive a fit note, please contact the department whose care you were under. The RUH Bath has more information here [Hospital Fit Notes](#).

### First Contact Physio (FCP)

**We have physiotherapists who work between the 5 local practices within our PCN. If you submit a triage request to the surgery with a problem that the physiotherapist is able to deal with, we will arrange an initial telephone consultation with them, and they will be able to forward you on for the most appropriate care.**

Patients who contact the surgery with joint or muscle pains or injuries can now be directed straight to the FCP service. The service provides assessment and enables self-management by qualified and experienced Musculo-skeletal Physiotherapists without the need to see the doctor or nurse first. **If your condition requires further investigations, including x-rays and injections, the FCP can refer you to the Orthopaedic Interface Service.**

#### Who can they see?

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis – any joint
- Possible problems with muscles, ligaments, tendons or bone, e.g. tennis elbow, carpal tunnel syndrome, ankle sprains etc
- Spinal pain including lower-back pain, mid-back pain and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, eg pins and needles or numbness
- Changes to walking
- Post-orthopaedic surgery

An appointment will usually be offered on the same day or within 24 hours (Monday-Friday). To access the service contact the surgery in the usual way.

The service is not available for under 16s, medical management of rheumatoid conditions, ante-natal or post-natal physio problems, neurological or respiratory conditions, mental health crisis, those with long term conditions or those who are acutely unwell.

### Teledermatology Clinics

**TELEDerm (Teledermatology) is a service that uses digital images to triage, diagnose and monitor skin conditions**

Chippenham, Corsham & Box PCN operates a dedicated local photography hub in the Springfield Campus, Corsham.

**How it works:** If you are referred by your GP under the Urgent Suspected Cancer pathway, we will contact you to book an appointment at the Corsham hub. A trained Health Care Assistant will take secure, high-quality digital photographs of your skin.

**The Process:** These photos and your clinical details are then sent securely to hospital specialists for remote assessment and triage by a consultant dermatologist. Photos allow consultants to quickly reassure patients with benign lesions and prioritise those needing treatment.

**Results & Next Steps:** You will usually be contacted via phone or letter within two weeks with a diagnosis and treatment plan, avoiding the need for an initial hospital visit. Results may also appear in your NHS app.

Over 80% of patients on this pathway don't have skin cancer.

## Bank Holidays

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

### Monday 31st August

Our telephone lines and Patient Triage will be off on the above date 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](#)

## NHS reshapes community health services to improve access to the right care

From 1 April 2026, NHS community health services delivered across the region will operate as Bath and North East Somerset, Swindon and Wiltshire (BSW) Community Health, as part of a major enhancement to services aimed at reducing hospital admissions and giving people faster, more joined-up support closer to home.

The services, delivered by HCRG Care Group across Wiltshire on behalf of the NHS, are designed to make them simpler to understand, easier to access, and better able to prevent serious health problems before they develop.

Health services across the region, particularly urgent and emergency care, are already under significant pressure. The cost of inpatient, outpatient and A&E care currently stands at £340 million per year and is projected to rise to £410 million by 2040.

This challenge is compounded by NHS England data showing that people living in the most deprived areas of England are nearly three times more likely to be admitted to hospital for conditions that could potentially have been treated or managed earlier in the community.

The changes have been developed with input from local people over the past year, including patients, carers, voluntary organisations, local authorities and NHS partners. One key frustration raised was that many people were unsure what community health services existed or how to access them, sometimes leading them to present at A&E instead.

These changes aim to remove these barriers through a new way of organising community services that supports NHS priorities to improve access, reduce health inequalities and deliver more care closer to home.

From 1 April, anyone in the Wiltshire area can contact community health services through a **single point of contact - by phone on 0300 247 0200, online, or in writing - without needing to go through a GP or hospital first.**

In addition, as a significant first, people will now also be able to ask for help from community health services without the need to speak to a GP first, and instead be assessed and connected to the right level of support by a new team of Community Health Navigators, from self-help resources through to specialist care.

Neighbourhood care teams of multidisciplinary groups of health, therapy and wellbeing professionals are also being introduced to work together with patients to consider all aspects of physical health and mental wellbeing, to offer more tailored care. By sharing information and working from the same systems, this joined-up approach means teams can step in earlier, manage ongoing conditions proactively and prevent problems from escalating. The goal is to support people to live well and independently for longer - in turn, to reduce avoidable hospital admissions and relieve pressure on the wider NHS.

## Changes within the Practice

### Staff

We bid a fond farewell to Dr Debbie Frith (Eaton) who will be leaving the practice at the beginning of July. Dr Frith has been at the surgery for 16 years. We will be sad to see her go and we wish her all the best in her new position. Rest assured, your medical care remains our top priority, and you will be automatically reassigned to another wonderful GP at the surgery so that your treatment continues without a hitch.

We would like to welcome our new receptionist, Alison Lewis-Wyton, 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 May 2026...

- We received **1582** medical requests via Patient Triage and **342** admin requests.
- Reception took **2473** incoming calls with the average queue time being **3** minutes and **4** seconds.
- Our clinical and reception team combined completed **2554** outbound calls.
- **3419** appointments were attended, **935** of those appointments being telephone calls.
- **Unfortunately 110 people were unable to attend their booked appointment 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?”

Very efficient with use of technology to assist smooth running of surgery.

Keeps you fully informed throughout consultation and visit, always cheerful and courteous.

I've been with the surgery for almost 60 years in my opinion you can't improve on such a wonderful service.

Always come back to me with appointments and information that I may need

The nurses I have spoken to have all been lovely!

Get your query sorted quickly and to the relevant person.

Good availability of appointments and always friendly and caring and their approach.

All the staff are friendly and very knowledgeable. They always seem interested and give me time to ask my questions.

Efficient at getting back to you.  
Pleasant reception staff.

### 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 or July please contact us to book your appointment.

### Health Campaign Information

Learning Disability Week **15—21 June** [Learning Disability Week](#) | [Mencap](#)

Loneliness Awareness Week **15—21 June** [Home](#) | [Loneliness Awareness Week](#)

National Clean Air Day **18th June** [Clean Air Day](#) | [Action for Clean Air](#)

Disability Pride Month **July** [Disability Pride Month](#) | [Disability charity Scope UK](#)

Alcohol Awareness Week **6—12 July** [Alcohol Awareness Week](#) | [Alcohol Change UK](#)

Worth Breastfeeding Awareness Week **1—7 Aug** [World Breastfeeding Week \(WBW\) - World Alliance for Breastfeeding Action](#)

Urology Awareness month **Sept** [Urology Awareness Month - The Urology Foundation](#)

### Box Surgery

Box Surgery / Firs Surgery  
London Road  
Box  
SN13 8NA

Phone: 01225 742361  
Email: [boxsurgery@nhs.net](mailto:boxsurgery@nhs.net)

