

# NEWSLETTER - SPRING 2019

Welcome to our spring addition of the practice Newsletter in which we hope to keep you updated with changes and news at the practice.

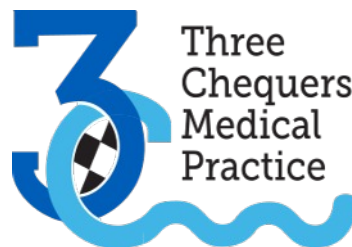
## PATIENT PARTICIPATION GROUP (PPG)

The new Three Chequers PPG was inaugurated on 1<sup>st</sup> April 2019. The role of the Group will be to meet regularly and facilitate a good relationship between the Practice and its patients, by representing patients and supporting the Practice.

Information about the Group and its activities will be posted on PPG notice boards in each of the five surgeries and on the Practice web site.

Any suggestions for consideration by the PPG should be addressed in writing to the PPG c/o The Practice Manager.

Please note the PPG does not deal with individual complaints. These should be addressed to the Practice through its normal Complaints Procedure.



## Bank Holiday Opening Times

The practice will be open at the following times over the Easter period:

**Thursday 18<sup>th</sup> April** — Open 8.00am to 6.30pm  
**Friday 19<sup>th</sup> April** — Closed  
**Saturday 20<sup>th</sup> April** — Open for pre-booked appointments only (*Three Swans Surgery*)  
**Sunday 21<sup>st</sup> April** — Closed  
**Monday 22<sup>nd</sup> April** — Closed  
**Tuesday 23<sup>rd</sup> April** — Open 8.00am to 6.30pm

## Prescription Charges

Please note the increase in prescription charges from the 1st April 2019.

**The prescription charge is £9.00 per item**

A Prescription Prepayment certificates costs:

£29.10 for 3 months  
 £104.00 for 12 months

## Dispensary

Endless Street Surgery is only a collection point for SARUM PHARMACY. Any prescription queries, please contact Sarum Pharmacy direct.

Prescription Requests can not be taken over the telephone. All prescription requests must be done in person.

We can dispense at Endless Street and Winterslow for patients in the following villages:

- Pitton • Farley • Porton • The Winterslow's (Middle, East & West)
- The Winterbournes (Gunner/Earls & Dauntsey) • Firsdawn • Lopcombe Corner • Gomeldon, The Grimsteads (East & West)

**FROM 1st SEPTEMBER 2019, EACH PRACTICE WILL HAVE THE SAME GENERIC TELEPHONE NUMBER T: 01722 336441**

Endless Street Surgery  
72 Endless Street  
SALISBURY  
SP1 3UH

Porton Surgery  
32 Winterslow Road  
Porton  
SP4 0LR

St Anns Street Surgery  
82 St Anns Street  
Salisbury  
SP1 2PT

Three Swans Surgery  
Rollestone Street  
Salisbury  
SP1 1DX

Winterslow Surgery  
Middleton Road  
Winterslow  
SP5 1PQ

## URINE SAMPLES

Please ensure all urine samples are handed into the surgery before 12 o'clock, in a proper sample pot with the appropriate accompanying paper work. This will avoid any delay or rejection in the processing of your sample.

## PATIENT CHANGE OF PERSONAL DETAILS

Please make sure if you have changed address or your personal details have changed, it is important you let us know. In order for you to keep all your details up to date please call in to any one of our surgeries and ask reception for a PATIENT CHANGE OF PERSONAL DETAILS FORM. Please complete a separate form for each family member.

## INAPPROPRIATE BEHAVIOUR

As a practice we have a policy of zero tolerance to violent or abusive behaviour towards our staff.

- Any behaviour deemed by a member of staff to be inappropriate, including offensive language, aggression and harassment or threatening behaviour will result in the incident being logged and a formal letter or warning being issued.
- If three such warnings are issued, an application will be made for removal of that patient from the practice list.
- We will contact the Police in the event of any violence and an immediate application for removal from our list will be made.

## SATURDAY RESTRICTED SERVICES

Saturdays are for Pre Booked Appointments only.

We do not have the facilities to carry out any other services such as prescription queries.

Thank you for your understanding.

## TRAVEL UPDATE

At present we are unable to offer yellow fever vaccination. This should be available in the future when one of our nurses has received the appropriate training.

If you are planning a holiday please ensure you check the surgery website to familiarise yourself with the travel procedure allowing plenty of time for vaccinations.

## LONG TERM CONDITIONS

If relevant you may be invited for a Long Term Condition appointment. You should be invited around your birthday month. These will now replace Diabetic Reviews/Medication Reviews etc. With the aim being that you only need to attend annually.

You will see a Health Care Assistant or Nurse to have your blood pressure and any relevant blood tests taken. You will also be asked some lifestyle questions.

Your test results and medication will then be reviewed by an appropriate member of the Long Term Conditions team which could be a Nurse Practitioner, Respiratory Nurse, Hypertension Nurse, Practice Nurse, Pharmacist or Doctor.

You may then be contacted by telephone, letter, text or email if we need to discuss or inform you of any changes.