

Welcome to your Patient News!

Keeping you updated with changes, news and updates from the practice.

Dr Amanda Deeks

Dr Amanda Deeks has retired from the Partnership.



After 24 years as a GP and 32 years as a doctor, Dr Deeks feels this is the right time to step down and move onto new challenges. We know she will be greatly missed, not only by the team here but also her patients who have met her over the years.

She hopes to continue medicine in some form whilst enjoying more free time, but will miss all her patients and staff.

We would like to thank Dr Deeks for her years of service, dedication and hard work as a valued GP Partner. We will miss her hugely but wish Dr Deeks all the best for her well-earned retirement and new exciting challenges!

Flu Vaccines



It is not too late to top up your protection! To book, you can:

- Call us on 01722 333034
- Send an email to bswibc.smp@nhs.net
- Submit an "admin query" via our online form: <https://accurx.nhs.uk/patient-initiated/j83021>

Carers Café

Are you looking after someone who couldn't manage without your help? You could be doing it once a day, a couple of times a week or all the time. There are no time limits to being a carer. There is support for you.

Join us at our monthly Carers Café which takes place on 1st Tuesday of every month between 10-11.30am in the Café at Fisherton House.

Everyone is welcome – come along for a cup of tea and receive support from Salisbury Carers Champion, Helen Dowse.

Winter Pressures

The NHS in Bath and North East Somerset, Swindon and Wiltshire is currently seeing a sharp rise in people seeking help and support for common winter conditions that can often be managed at home through effective self-care.

If you have flu, there are some things you can do to help get better more quickly:

- rest and sleep
- keep warm
- take paracetamol or ibuprofen to lower your temperature and treat aches and pains
- give paracetamol or ibuprofen to your child if they're distressed or uncomfortable – check the packaging or leaflet to make sure the medicine is suitable for your child, or speak to a pharmacist or GP if you're not sure
- drink plenty of water to avoid dehydration (your pee should be light yellow or clear)

Click on the links below to view articles on how to care for flu at home and when to seek further help:

[People seeking help for minor conditions adds extra pressure to busy NHS](#)

[Advice for caring for flu at home](#)

Did you know we have a Pharmacy Technician within our team?

Pharmacy technicians are registered healthcare professionals that work closely to support clinical pharmacists and other members of the wider multi-disciplinary healthcare team. Stacey works within our pharmacy team alongside our three clinical pharmacists: Natalie, Ellie and Lydia.

Pharmacy technicians can support:

- Medication changes following hospital discharge letters or clinic letters
- Repeat prescription requests
- Medication reviews and reconciliation for newly registered patients
- Medication adherence issues
- Simple medication reviews
- Ordering routine bloods
- High risk drugs blood monitoring
- Out of stock medication issues
- Medication queries

Pharmacy technicians can request medication however they are unable to prescribe medicines and they cannot diagnose or review patients with long term conditions or acute illnesses (minor ailments).

RSV Vaccinations



The RSV vaccine helps protect against respiratory syncytial virus (RSV). 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 and bronchiolitis.

The RSV vaccine is recommended if:

- you're pregnant (from 28 weeks onwards)
- you're aged 75 to 70 (if you turned 80 after 1st September 2024, you are eligible until 31st August 2025)

If you are in the above categories, contact the practice to book in your RSV vaccine.

New Year New You

Would you like help to quit smoking?

Contact the practice on 01722 333034 to book in with one of our Nursing Team.

When did you last check your blood pressure?

Pop in and use our self-service machine in the waiting room of Fisherton House, or you can borrow a home blood pressure monitor from Salisbury Library.

You can let us know your recent blood pressure reading by handing the printed slip into reception or by submitting an "admin query" via our online form: <https://accurx.nhs.uk/patient-initiated/j83021>

Do we have your up-to-date height and weight?

It is really important we have an up-to-date BMI for you as we can offer extra support, and it may make you eligible for a free flu vaccination.

You can let us know your height and weight by submitting an "admin query" via our online form <https://accurx.nhs.uk/patient-initiated/j83021> or you can call us on 01722 333034.

Bishopdown Surgery



Building work has now commenced at

Bishopdown Surgery. This includes some structural work as well as general decorating and improvements to the building. Once the renovations are complete, we will begin to offer outreach services at the Bishopdown branch.

Please let us know if you are unable to make your appointment

If you are unable to attend or no longer need your appointment, please let us know as soon as possible by calling 01722 333034.

New Staff Members

We are pleased to announce we have had some new faces join our clinical team!

- **Toby Marshall** has joined us as an Advanced Clinical Practitioner.
- **Lydia Charlwood** has joined our Pharmacy Team as a Pharmacist.



Bank Holidays



We will be closed on the following dates during Spring/Summer due to the bank holidays:

- Friday 18th April
- Monday 21st April
- Monday 5th May
- Monday 26th May
- Monday 25th August

If you need urgent help when we are closed, please call 111 or visit the walk-in centre (open 8am – 8pm on these dates).

January 2025 in numbers



4960 admin and medical Accurx Triage submissions



6420 telephone appointments



6212 face to face appointments



595 home visits and visits to care home patients



Our Patient Contact Team answered **6945** incoming calls and made **2013** outgoing calls

We were disappointed that **447** patients were unable to make their appointment but didn't let us know.

This led to **99 hours** of wasted clinician's time.

