

Ramsbury & Wanborough Surgery

Newsletter

December 2023



Many of you will have noticed that over the last six months the wait for a routine appointment with your usual GP has lengthened. We are fully staffed; this is not due to staff shortages but due to an increase in demand for appointments. For many months now, we have received a significant increase in requests for same day 'urgent' appointments. To enable us to deal with this increased demand for 'urgent' appointments we have had to reduce the capacity for routine appointments. We do ask our patients to only request a same day 'urgent' appointment if it requires an 'urgent' same day response. Our Reception Team are trained to request what the nature of your illness/symptoms are so they can direct you to the most suitable clinician or Team Member. We have a selection of staff across the Practice supporting the GPs and you may be directed to an alternative staff member.

Remember – if you have a query on your medication, you don't need to speak to your GP - you can make an appointment with our Clinical Pharmacist and very often this can be dealt with over the telephone.

Did Not Attend (DNA)

We have seen a significant increase in the number of patients who do not attend for booked appointments. Not only is this frustrating for the Clinician it can also increase the waiting time for other patients when they are booking an appointment. If you are unable to attend for an appointment, please ring the Surgery to cancel your appointment as we will then be able to offer the appointment to another patient. During November there were 99 appointments that patients did not attend. Each appointment being of 10 minutes duration means 16.5 hours of wasted appointment time. By cancelling these appointments in advance, we can reduce the waiting time for a routine appointment across the Practice. Please ensure your contact details are up to date so that you receive the text message reminder for your appointment.



Measles Outbreak

There continues to be a surge in confirmed cases of measles across the country. Those who have never received OR only received one measles vaccine (MMR) are at risk.

MMR is part of the NHS Routine Childhood Immunisation Programme. Parents whose infants missed out, or anyone of any age unvaccinated, are urged to come forward.

As many will be aware, we now have a **First Contact Physiotherapist** at the Practice. Aizaz Ikram is at Ramsbury Surgery Tuesdays (all day), Wednesdays (all day) and on Fridays (morning).

The role of a FCP is as below:

- Assess your symptoms and diagnose.
- Give expert advice on how best to manage your condition.
- Refer you on to specialist services if required.

You can book an appointment with Aizaz for the following problems:

- All soft tissue injuries, sprains, strains, or sports injuries
- Arthritis – any joint
- Possible problems with muscles, ligaments, tendons or bone, e.g., tennis elbow, ankle sprains
- Spinal pain including lower back pain, mid-back pain and neck pain.
- Changes to walking
- Post-orthopaedic surgery

You do not need to go via your GP, you can book direct via Reception.

Blood Test Results

If your GP has requested a blood test or you have been invited for routine monitoring your blood test results should be available within 5 working days. Patients are asked to check their NHS app for the result or contact the Surgery and speak to Reception. If any action is required, this will be noted by your GP on your results. If you are asked to discuss the result with your GP, please make a routine appointment with your Usual GP.

Dispensary

Over recent months, I am sure many of you will have noticed or been impacted by the supply issues with some medications. This has been widely publicised in the National Press and certain medications have been going in and out of stock for some time. Our Dispensary department is constantly trying to source medications to ensure our patients don't go without. This may mean you are given a different brand or an alternative to your usual medication. As a result of this all changes need to go via your GP for your prescription to be amended or a new prescription to be issued. This has considerably increased the 'administrative' workload for our Dispensary Team and GPs on a daily basis. Currently, there are issues with certain Insulins, HRT medication, ADHD medication and medications taken to reduce cholesterol. Please can we ask that you are mindful of these issues and recognise that we are doing all we can to try and ensure you receive your medication.



There has been a steady increase in the amount of unwanted medication being brought to the surgery for disposal in the past few months. Whilst we can receive these for safe disposal, we are limited to the amount we can take. If the medication is still in the original packaging (box/bottle/container) and has been dispensed by Ramsbury and Wanborough Surgery - the labels must be attached - we can dispose of these. Unfortunately, if they have been dispensed elsewhere, we are unable to accept them, but they can be taken to any retail pharmacy for safe disposal. If there are any Controlled Drugs, it would be helpful if these are separated from the main bulk of medication being returned, as there is a different disposal process for these types of medication.

Unfortunately, we have made the decision not to continue with the inhaler cannister collection point due to too many inappropriate "other items" being left in the container in our foyer, which has had a huge knock on to the time it takes for us to go through every item and disposing of them properly. We will be continuing with the blister packaging recycling - but PLEASE can patients only drop off empty packaging - not boxes with names on or medication that's still full or part used. This recycling scheme is ONLY for empty medication packaging from tablets/capsules.



We wish all our patients a Merry Christmas and a Healthy New Year

See over for Christmas Opening Hours



Christmas Opening Hours

Ramsbury

Saturday 23 December 2023 (collections)	8:30am – 1pm (routine pre-bookable appointments and medication)
Sunday 24 th December 2023	CLOSED
Christmas Day	CLOSED
Boxing Day	CLOSED
Wednesday 27 th December 2023	8.30am – 6.30pm
Thursday 28 th December 2023	8.30am – 6.30pm
Friday 29 th December 2023	8.30am – 6.30pm
Saturday 30 th December 2023 (collections)	8.30am – 1pm (routine pre-bookable appointments and medication)
Sunday 31 st December 2023	CLOSED
New Years Day	CLOSED
Tuesday 2 nd January 2024	8.30am – 6.30pm

Wanborough

Saturday 23 December 2023 (medication collections only)	8:30am – 9.30am
Sunday 24 th December 2023	CLOSED
Christmas Day	CLOSED
Boxing Day	CLOSED
Wednesday 27 th December 2023	8.30am – 12 noon AND 3pm – 6.30pm
Thursday 28 th December 2023	8.30am – 12 noon
Friday 29 th December 2023	8.30am – 12 noon
Saturday 30 th December 2023	8.30am – 9.30am (medication collections only)
Sunday 31 st December 2023	CLOSED
New Years Day	CLOSED
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