

# The Spinney Surgery Newsletter

As we move into late summer, it's the perfect time to reset, refocus, and take charge of your health. From flu protection and blood pressure checks to new services such as weight loss support, we're here to help you and your family stay well in the months ahead.


## STAFF CHANGES

A very warm welcome to:

- Our new GP; Dr Camilla Tilbury
- Our four new Registrars; Dr Maher, Dr Soman, Dr Momin and Dr Casas
- Our two new Dispensers; Emilia and Nadia
- Our new Reception Manager, Nikki Whiting
- Our two new nurses; Fatima Benito Moro and Annette Farrow

## WE'D LOVE TO HEAR FROM YOU

Your feedback helps us improve our services for everyone. Please take a few minutes to leave us a Google review about your experience — whether it's about the care you received, the facilities, or how our team helped you.

 Simply scan the QR code below to go directly to our review page.



## Newsletter Highlights

New System -  
SystmConnect

Celebrating Our Diverse  
Team

Blood Pressure

Contraception

Vaccinations and  
Awareness Days

# NHS



## NEW SYSTEM - SYSTMCONNECT



We are pleased to announce that we have listened to the feedback from patients on how our digital front door powered by Klinik is hard to fill in and how it can take time for us to get back to you about what the next step is. We are therefore changing and we are using Systmconnect. This is fully integrated with the Airmid app for those of you that like apps and it will be found in the same place on the website that you found Klinik.

As soon as you submit it you will be told which team will be looking at it and what the next step is. The Doctor team is in charge of triage of the clinical requests. Our pharmacist will answer medication queries. Medication requests will be actioned by the prescription and dispensary team.

Just like now we may signpost you to places to get help like the chemist, the physio, podiatry or more specialist services or we may set up a digital chat to answer your question or offer a self booking link or if you give us enough information we can help without the need for any kind of appointment. Don't worry, if you don't have a smart phone we will still ring you to book you in.



## CELEBRATING OUR DIVERSE TEAM



Our patients come from many walks of life — and so do we.

We are proud to have a multicultural, multilingual team working together to provide the best care possible.

Languages spoken in our practice include: Urdu, Hindi, Punjabi, Arabic, French, Dutch, Flemish, Twi (akan) and British Sign Language

This diversity makes our surgery stronger and helps us better understand and meet your needs. We expect all patients to treat our staff with kindness and respect. Discrimination or abuse of any kind will not be tolerated.

**“Demand for GP surgery services continues to be extremely high, and our teams are working longer and harder than ever before to provide the best care for patients. Many practices are experiencing staff shortages, and this is placing intense pressure on teams across the county”**

## CELEBRATING OUR DIVERSE TEAM CONTINUED

Listening, and responding to people's needs and preferences, either by phone or in person, is something we do every day. We understand how important it is for people to receive the right care and timely support in a way that suits their needs, and we thank patients for treating us with respect.

Unfortunately, a small minority of abusive episodes can have a significant impact on morale within our teams, causing anxiety, worries and fear. It is also the reason behind why some staff have resigned and makes recruiting new members of staff more difficult.

This in turn makes it more challenging for our teams to provide the service we would like to. We and our families are patients too; small acts of kindness, such as a simple 'thank you' can have a positive impact and help staff to feel valued.

### Repeat Prescriptions

Please do not over order, ideally wait until 3rd week of the month then put in your repeat request, please allow at least 72 hours for processing. If you require a prescription urgently we try our best to try and accommodate your request up until 13:00 on the day it has been requested. Request after 13:00 will be dealt with on the next working day.

### Dispensary

With our two new dispensers, we are pleased to announce that the dispensary will aim to be open Mon – Fri 08:00 – 18:00

### COVID Vaccines

Unfortunately will be not be undertaking covid vaccinations for the Autumn cohort, please contact your local pharmacy or book online. <https://www.nhs.uk/nhs-services/vaccination-and-booking-services/> Covid Vaccinations





## BLOOD PRESSURE

5 million UK adults aged 18-64yrs may have undiagnosed high blood pressure, increasing their risk of heart attack, stroke and kidney disease. Many don't even know it. That's why getting a simple blood pressure check could really save your life.

High blood pressure is known as the "Silent Killer" as it can show no symptoms at all. If you know your numbers, you have the power to act and monitor changes. Whether you need to cut down on salt, increase your activity level or discuss medication, it all starts with a simple blood pressure check.

**Blood Pressure Drop-in:** Come along on Monday evenings 18:00 – 20:00 to check your blood pressure using our waiting room machine. The reception team will be there to help you.

If you are attending the surgery for an appointment we encourage you to use the machine to monitor your blood pressure whilst you are waiting, it will automatically be saved in your notes and give you a paper copy.

<https://www.bloodpressureuk.org/your-blood-pressure/>

<https://www.bloodpressureuk.org/know-your-numbers/know-your-numbers-week/>

## PREPARING FOR THE WINTER MONTHS – WINTER CAN BE A CHALLENGING TIME FOR HEALTH

**Repeat Prescriptions** Order you repeat prescriptions well in advance

**Know your Services** Familiarise yourself with our opening hours and out of hours services.

**Use 111** for urgent non threatening advice.

## BACK TO SCHOOL HEALTH FOR KIDS

With children back at school, it is a good time to remember some healthy habits:

**Hand Hygiene;** Regular handwashing is key to preventing the spread of germs.

**Healthy Habits;** Encourage a balanced diet, plenty of sleep and regular physical activity

**Minor Ailments:** For coughs, colds and minor injuries, your local pharmacy can offer expert treatment and advice.

## Contraception

Accessing oral contraception is now quicker, easier, and more convenient than ever. Thanks to the NHS community pharmacy oral contraception service, you can now get the contraceptive pill for free, directly from your local pharmacy, without needing a prescription or an appointment with your GP. Whether you're starting contraception for the first time or need a repeat supply, your local pharmacist can help. The service is delivered by trained pharmacists in a private consultation room. Everything you discuss is confidential, and your pharmacist will talk through your options and check your health to make sure the pill is right for you. For more info, please visit the NHS website.

At the surgery we will also be offering insertion of Nexplanon (contraceptive implant) and Intrauterine Contraceptive Device (IUCD)

## HPV

**HPV Vaccine Catch-Ups for Ages 16-25** If you missed your HPV vaccine at school (usually given in Year 8), you can still get it up to your 25 Birthday. The vaccine protects against HPV, a common infection that can cause certain cancers. Check with us if you've had the vaccine and book a catch up appointment if not. For more info, visit the NHS website.

## RSV

The Respiratory Syncytial virus (RSV) helps protect against infection with RSV, a common virus and can make babies and older adults seriously ill. It is offered on the NHS if you're pregnant, aged 75-79, or turned 80 after 1st September 2025. It is a common cause of coughs and colds. We will contact you when you are eligible

## Shingles

The Shingrix shingles vaccine is given in two doses and is available on the NHS in the UK to protect against shingles. You should get the vaccine if you are a severely immunosuppressed adult aged 18 and over, or if you are turning 65 or 70 and are immunocompetent (have a strong immune system). We will contact you when you are eligible

## MMR

Measles, mumps and rubella (MMR) are highly infectious illnesses, with potentially life-changing complications, that can easily spread between unvaccinated people. Children need two doses of the safe and effective MMR vaccine. Both doses are needed to ensure full and lasting protection against measles, mumps and rubella. If your child has missed either of these two doses, please contact us for an appointment. It's never too late to catch up and protect those around you.

## HOSPITAL LETTERS

Any new medications should be started by the hospital and they are able to provide 28 days of medications. It is recommended that you collect medication from the hospital pharmacy. We cannot accept a hospital prescription. A hospital prescription is only valid at the hospital pharmacy.

It can take several days, but often several weeks for GP surgeries to receive hospital letters. Once we receive your letter, it is processed by our team who then add any new medications that have been recommended and sort out any additional requests from the letter. Your letter may be visible on the NHS app but we may still not have it on our system until a few days later. Sometimes the letter coming to us is delayed, so you may wish to phone the clinic to ask when they may be able to send it out to us or you can ask the hospital team to prescribe the medication they recommended for you in the meantime. Hospitals have a pharmacy delivery service.

# Important Dates to be Aware of

### November Health Awareness Themes:

#### Movember - Men's Health Awareness Month:

Responsible for thousands of moustaches on men's faces. Aims to raise vital funds and awareness for men's health.

#### International Stress Awareness Week (3<sup>rd</sup> -7<sup>th</sup> November):

Raise awareness, publicity and profile of stress and its impact, and reduce stigma while promoting the importance of wellbeing and stress reduction.

#### Anti-bullying Week (10<sup>th</sup> -14<sup>th</sup> November)

Anti Bullying Week is organised by the Anti Bullying Alliance (ABA). The ABA is made up of anti-bullying organisations from all over the UK.

#### National Self Care Week (17<sup>th</sup> - 23<sup>rd</sup> November)

Self Care Week is an annual national awareness week that focuses on embedding support for self care across communities, families and generations.



# The Spinney Surgery



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**NHS**