

SPRING 2025

# The Spinney Surgery Newsletter

## STAFF CHANGES

Shelia Mulligan our pharmacist who is well known by a lot of our patients has retired. She has worked at The Spinney since 2014, Im sure you will all join us in wishing her well in her retirement.

## NEW STARTERS MARCH/APRIL 2025

*Reception* – Lara Van Der Merwe

*Nurses* – Patricia Jones

## CARERS WEEK 9TH-15TH JUNE 2025

We are excited to announce that during Carers Week, we will be hosting a special event dedicated to supporting and celebrating our carers. This is an opportunity for us to show our appreciation and offer valuable resources and information to those who care for others.

More details will be coming soon, so please keep an eye out for further updates. We look forward to welcoming you to this important event!

## WE WANT YOUR INPUT! HELP US SHAPE OUR UPCOMING EDUCATIONAL EVENINGS

Our next education evening will be at Relentless church on 24th April 2025 18:30 – 20:30 and will concentrating on all aspects of Mental Health, including emotional, psychological and social well-being.

## Newsletter Highlights

**Carers Week 9th-15<sup>th</sup>  
June**

---

**Repeat Prescriptions &  
NHS App**

---

**Covid -19 Spring  
Booster**

---

**PSA Testing**

---

**Zero Tolerance  
Statement**

---



## **JEWISH CANCER SCREENING & BRCA AWARENESS**

At the Spinney Surgery, we want to ensure that all of our patients are aware of the important cancer screenings available to them. We are promoting the Jewish Cancer Screening Programme, which includes genetic testing for BRCA1 and BRCA2 gene mutations. These mutations can increase the risk of certain cancers, such as breast and ovarian cancer.

If you are of Jewish ancestry, you may be eligible for screening, which can help identify any potential genetic risks early. Early detection can make a significant difference in prevention and treatment outcomes.

What is BRCA testing? BRCA testing looks for inherited changes in the BRCA1 and BRCA2 genes. If you test positive for a mutation, you can discuss proactive steps with your healthcare provider to manage your health more effectively.

If you believe you are at higher risk or want more information on whether this screening is right for you, please contact the surgery. We can provide guidance and help you through the referral process.

Let's work together to ensure that you have the support and resources you need to stay healthy.

## **REPEAT MEDICATION REQUESTS: HOW TO ORDER YOUR MEDICATION**

At Spinney Surgery, we want to make ordering your repeat prescriptions as easy and convenient as possible. Here's a quick reminder of the different ways you can order your medication:

## NHS APP: COMMON QUESTIONS



### Why has my medication disappeared?

The NHS app is set up so your medication only appears when it is ready and available to be ordered. It may be set up to only appear 1 week before your medication is due to be issued. It will not appear if it needs reauthorizing. This may be a paperwork exercise but it could be you need a blood test, a Blood pressure doing, a weight done or a conversation with a pharmacist. You can request it via Klinik but sometimes we cannot do your prescription until it has been done.

### HRT

In the last few years many more women are choosing to have HRT. When your HRT review is due we send out a questionnaire for you to complete and it is really important to include your blood pressure and your weight. You can do this with the machine in the waiting room. Please make sure you mobile number is up to date so we can send it to you.

## NHS APP: COMMON QUESTIONS CONTINUED

### Contact details

There are lots of ways that we communicate with you and every day we send hundreds of messages about all sorts of things to mobile phones. We may invite you to book appointments, explain test results, give advice and answer questions. There are not enough staff in the practice to phone everyone so if there is no mobile number in your notes we will send an e-mail. If you don't use e-mail either, we will ring and if we can't get through we will send a letter. Please help us to communicate with you by keeping your contact details up to date.

### Results

We have 900 results or more every month and people often ask how they can get their results. We recommend downloading and using the NHS app or the Airmid app. If you look on there your result will appear BEFORE the GP has had a chance to look at it. When it has been reviewed then there will be a comment. We will only try to contact you if there is something wrong with your results, this may be a message via a mobile or e-mail or you may need to have a discussion with a member of the team. You are always welcome to ask a question via Klinik on the website if you need to.

**2410 FACE TO FACE APPOINTMENTS IN THE LAST MONTH**

**WE HAVE PROCESSED 2286 PAGES OF LETTERS IN THE LAST MONTH**

**WE HAVE SENT 273 REFERRALS IN THE LAST MONTH**

**WE HAVE ISSUED 4630 PRESCRIPTIONS**

**WE HAVE FILED 969 PEOPLE'S TEST RESULTS**

We process everything in turn and when it meets the guidelines for being urgent then it jumps the queue. This is why you need at times to wait for your letter to be processed or your prescription to be looked at. .





## IF YOU SUFFER FROM HAY FEVER, YOU DON'T NEED TO SEE YOUR GP TO TREAT THE EFFECTS

As hay fever season is approaching we would like to remind you we do not prescribe hay fever medication.

We follow NHS guidance and do not routinely prescribe hay fever medication.

Hay fever tablets, liquids, nasal sprays and eye drops can be purchased from supermarkets and pharmacies.

Please speak to your local pharmacist who can offer you hay fever help and advice.

### Covid -19 Spring Booster

As we move into spring, protection from any earlier COVID-19 vaccination you may have had will be starting to wane. COVID-19 can still be very dangerous and even life threatening, particularly for older people and those with a weakened immune system.

Thankfully, for those who are more likely to become seriously ill from COVID-19, the NHS offers a free vaccine in the spring to top up their protection. This was previously known as the 'Spring Booster

- adults aged 75 years and over
- residents in a care home for older adults
- individuals aged 6 months and over who have a weakened immune system

We will be doing a small amount of Covid- vaccinations this year, you will be contacted if you are eligible. Alternatively you can book a vaccination appointment on line or in the NHS app. This will take place Thursday 17th April 8:30AM-3:30PM at Bluntisham Village Hall.

## PSA TESTING

Men aged 50 or over can ask for a PSA test at the surgery, even if they do not have symptoms. Simply fill a Klinux form online asking for a PSA test and will send you some information regarding the test and send you a link to book your blood test.

## BE KIND

All our staff are here to help you, please be patient when speaking to them. The surgery has over 11,000 registered patients which leads to a high demand for appointments.

## Zero Tolerance Statement

We have had a few incidents over the past few weeks with our staff being verbally abused.

We aim to treat our patients courteously at all times and expect our patients to treat our Team Members in a similarly respectful and courteous way. We take any Threatening, Abusive, Violent or Vexatious behaviour against our Team Members extremely seriously.

**DEFINITION of Vexatious AS PER THE CAMBRIDGE DICTIONARY:** difficult to deal with and causing a lot of anger, worry, or argument

If a patient is Threatening, Violent, Abusive or Vexatious, they will in the first instance, be asked to stop and future consultations may be Chaperoned. If the behaviour persists, we will exercise our right to take action to have them removed, with immediate effect if necessary, from our list of registered patients.

In line with the rest of the NHS, and to ensure that this is fully observed we have a Zero Tolerance Policy, whereby Threatening, Aggressive, Violent and Vexatious behaviour towards our Team Members will not be tolerated under any circumstances.

Any verbal abuse from a patient, this includes Racial, Homophobic, transphobic, Bi-phobic language. Or, derogatory language with regard any persons Colour or Religion, will be documented and a letter, appropriate to the incident, sent to the patient, reminding them that their unacceptable behaviour or language will not be tolerated in the future. Should there be a repeat of the behaviour or language; the practice will request that the patient be removed from the patient list.

Any incident of Threatening, Abusive, Violent or Continued Vexatious behaviour will be reported to the Police and the patient removed with immediate effect from the list of registered patients.

We trust that you understand and welcome this policy which is in place for the best interest of the whole of the Practice Team as well as the patients that we serve.



## BLOOD PRESSURE

It is very important to know your numbers and if you have high blood pressure it is important to treat it to target which is 135/85 or below at home for most people (It is higher if you are aged 80 or above). This year the Department of Health has set even higher targets for general practice to get people to target. This means we will be sending out lots of reminders over the year. Do come down to our BP drop in on a Monday evening where you can have support to do your blood pressure on the fancy machine in our waiting room and advice about the next steps for you. Come to use the machine any time we are open.





### Weight Loss Injections

These are becoming more popular but there are side effects from them. To be eligible for these injections on the NHS you need to be referred to the Tier 4 service and you have to meet the criteria. There are a huge range of ways you can get support to loose weight especially if you are a diabetic or have high blood pressure. Do get in touch if you are interested through Klinik and the website. Why not try the Couch to 10K?

## Practice Closure

The surgery will be closed in the afternoon for staff training and development on the following dates:

TBC

If you require urgent medical assistance during this time which cannot wait until we re-open, please call NHS 111 for advice or in an emergency 999.



# The Spinney Surgery



Ramsey Rd, St. Ives PE27 3TP

01480 495347

[tpp-uk.com](http://tpp-uk.com)

**NHS**