



HEALTH MATTERS

North Street
Calne
Wiltshire SN11 0HH
Tel: 01249 812141
www.northlands-surgery.co.uk

Covid Working: in line with NHSE guidelines, we are not currently offering evening appointments. Patients should only attend the surgery if they have an appointment and are kindly requested to wear a face covering (unless exempt) and follow our one-way system through the surgery. Thank you for your help with this.

Opening Times:

Visit the Surgery Monday - Friday:
8.30am - 6.00pm

Or telephone between:

8.30am - 5.30pm

Or 24/7 via Online Access to make/cancel appointments, order repeat prescriptions, access your medical record etc at a time to suit you.

Surgery Times (by appointment):

Monday - Thursday

8.30am - 12.30pm

2.00pm - 6.00pm

6.30pm - 8.00pm

Friday

8.30am - 12.30pm

2.00pm - 6.00pm

Out of Hours Service: I I I

Our Doctors:

Dr R Leach MA BM BCh MRCP DR COG

Dr E Tully MB BCh BAO DFRSH MRCP

Dr N Ware MB BS BSc DR COG MRCP

Dr J Dalton BM MRCP DFRSH DCH

Dr N Abel BM BS MRCP

Dr E Simons MB ChB DFFP

Dr T Chambers BSc MBChB DR COG MRCP

Dr L Beynon BM DCH DR COG DFFP MRCP

Trainee: Dr E Burke MB BCh

Dr D Jayaweera MB BS

Our Nurse Practitioners:

Advanced Nurse Practitioner Anita Peake

Nurse Practitioner Kathy Lenehan

Our Practice Pharmacists:

Stephen Inns MRPharmS; Abdullah Suleiman

MPharm; Katy Griffin

Our Mental Health Practitioner:

Esther Slee-Swanson

Our Care-Coordinator:

Steph Coulson

Our Community Connector:

Liz Denbury

Our First Contact Physios:

Tom Hirst

George Snelling



FLU VACCINATIONS 2021-22 WHO CAN HAVE THE FREE FLU JAB?

You are entitled to a free flu vaccination if you are:

- aged 50 years or over
- living in a residential or nursing home
- the main carer of an older or disabled person
- a household contact of an immunocompromised person
- a health or social care worker; or
- pregnant

Even if you feel healthy, you should have the flu vaccination if you have:

- a heart problem
- a chest complaint or breathing difficulties, including bronchitis or emphysema
- a kidney disease
- lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
- liver disease
- had a stroke or a transient ischaemic attack (TIA)

**~ Over 65's Flu Clinic ~ Book Now ~
Sat, 11th September 2021**



Patients are kindly requested to come 'jab-ready!', ie to ensure your time in the surgery is as brief as possible, please arrive on-time and wear a sleeveless or loose-fitting top - and a face covering, unless exempted. We have a one-way system through the surgery in operation - marshals will help direct you to the right place.

FROM 7TH SEPTEMBER 2021 PLEASE USE POD (PRESCRIPTION ORDERING SERVICE) TO ORDER YOUR REPEAT PRESCRIPTION

All it takes is a simple phone call to POD on 0300 3035090 or email bswccg.podemergency@nhs.net; you will speak to a dedicated person who has time to answer any of your repeat prescription queries.

Your GP Practice

thanks you for your support...

General Practice is open for business, is offering face to face appointments, but it...

- is facing unprecedented demand,
- is delivering the Covid vaccination program,
- is being affected by the backlog elsewhere in the NHS,
- is facing staff shortages.

GPs and their practice teams are delivering a far greater number of consultations now than they did in the winter peak of January 2020 – and they have been working hard throughout the pandemic. We are doing our best to keep patients and staff safe in the face of the constantly changing challenges posed by the Covid 19 pandemic.

Very Good



Good

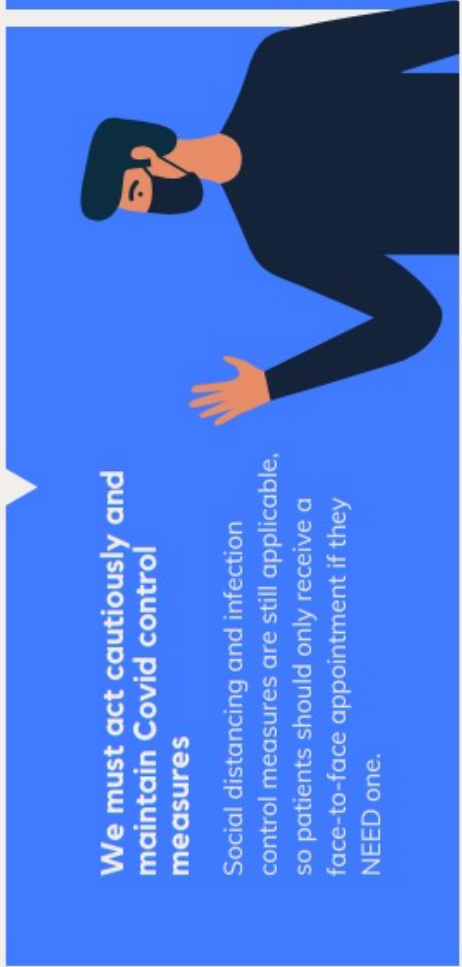


Patient Survey

We are grateful for the support and understanding of our patients which was reflected in the recently published GP patient survey*.

*GP patient survey 2021
<https://www.england.nhs.uk/statistics/2021/07/08/gp-patient-survey-2021/>

Overall Patient Experience



We must act cautiously and maintain Covid control measures

Social distancing and infection control measures are still applicable, so patients should only receive a face-to-face appointment if they NEED one.



Your GP Practice is here to support you.

We realise that waiting for an appointment can be frustrating. Your GP practice is here to support you, so please continue to show them your support by being kind, patient and responsible when accessing their services. Thank you for your support.

