



ST MELOR HOUSE SURGERY NEWSLETTER

SPRING 2022

Dear Patients.....

WOW!!! What a crazy busy 2 years the NHS has had. Firstly, we would like to thank you for your support during this period. As the government begins to remove Covid 19 restrictions we are all excited to get back to a more “normal” way of living. We are waiting for guidance on how the NHS will move forward as the restrictions reduce, so at the moment, we are still keeping our distance and asking that our patients and staff continue to wear a face covering whilst inside the surgery.

We have re-introduced routine appointments both Face to Face and telephone calls. Triage remains for those URGENT same day problems but would encourage our patients to make use of the routine appointment facility, so the duty doctor is able to care for those with the more pressing issues.



We held a massively successful Flu campaign this year, in fact there is still time to get your flu jab with us if you are eligible. The availability for flu vaccines will end on 31st March 2022.

Our Covid 19 vaccination programme has also been massively successful. Many of you attended the clinics we held in Tidworth with the other members of our Primary Care Network. During the period of January 2021 to January 2022 we delivered a whopping 33,978 vaccines. This is an amazing achievement for us not only as a PCN but also as a practice.

During the pandemic, hospital's stopped accepting routine referrals. We continued to send the routine referrals as advised, but they were not being dealt with. The hospital(s) are now working their way through all of the referrals and appointments are being made. But there is a large backlog and waiting times for ALL departments are long, so please be patient. We are not able to expedite appointments for patients. Patients can contact the hospital and

enquire how long they should expect to wait for an appointment. The department you have been referred to will send you an appointment in due course

We are unable to contact the hospital or referral centre on your behalf because as you can appreciate this would take up a lot of our time.



Prescriptions.

There are many ways to order prescriptions from us. You can drop off your repeat slip to the surgery, either through the external letterbox or in the box on the side in reception.

Alternatively, via the three ways using the internet. Our website can direct you to two of these ways, www.stmelorhousesurgery.co.uk. Follow the green boxes for prescriptions and you can then choose to use a free text generically populated form to fill in or use your SystmOnline username and password. To obtain a username and password please come to reception with photographic ID and reception can issue these details to you. Finally you can send us an email to prescriptions.stmelor@nhs.net

We DO NOT accept medication requests over the phone if you call for this reception will not be able to help you and you will be asked to use one of the methods above.



A well-stocked First Aid kit at home is a really good idea and really beneficial at any time of the year but more prudent during these times than usual. You can buy First Aid kits readily at chemists and supermarkets but you can also compile your own. Some pain relief, plasters, antihistamines, bandages, thermometer are just a few things that can be included in your home first aid kit.