

AN UPDATE FROM ...

Churchdown Surgery

A P R I L 2 0 2 4

Here is a little information about how we are now working, as things may have changed since you joined us.



Our Reception team, also known as Care Navigators, are asked to find out a little information about your condition so they can book you in with the most appropriate person. This may be with one of our GP's but there are now many other options which may be better suited to your needs.

Advanced Nurse Practitioners

Our Advanced Nurse Practitioners and Advanced Clinical Practitioners known as ANP's can see many conditions such as infections eg. throat, ear, chest and wounds. They can prescribe antibiotics where necessary, so there will be no need to see the GP to get a prescription.

Pharmacy First

You may have heard of Pharmacy First. This new and exciting service means that you may not even need to call the surgery. They can see several conditions and will be able to prescribe for these, so our care navigator may refer you to them as you will be seen sooner than we are able to offer. We have received positive feedback about this service so please use it if it is offered to you. This service is available as a `walk in` service too.

Physiotherapist

In addition to these we can offer appointments with a physiotherapist, this is provided by the NHS and are based at our surgery. They will offer an initial assessment, provide you with exercises and advice, book follow up appointments, and if they feel you require an xray they will message your GP to request this.

At the time of printing, we have access to a number of appointments at a local respiratory clinic, so you may also be offered this upon speaking with one of our care navigators.

If your appointment is routine you will usually be offered an appointment in 5-6 weeks. For urgent on the day appointments please continue to call as close to 8am as possible and we will endeavour to help you.

As always our Reception team are working hard to help you in times where demand is extremely high and we appreciate your patience and understanding.

UK Health Security Agency



Top up+ your immunity this spring



If you're in one of the following groups, you can take up the **spring COVID-19 Booster offer**

- Adults 75 years and over
- People aged 5-74 with a weakened immune system
- Residents in care homes

Please wait to be contacted by the NHS if you're eligible



202

In February **202** patients failed to attend a pre-booked appointment. These appointments are precious, if you cannot attend please let us know!

COVID SPRING BOOSTERS

We are currently planning to roll out the Spring 2024 Covid Booster programme. Eligible patients will be contacted in the new few weeks via text or phone call with information regarding an appointment. Please do not call the surgery, our dedicated Covid booking team will contact you.