



GUILDHALL SURGERY NEWSLETTER SUMMER 2026

❖ SHARPS DISPOSAL

Due to a change of contractor by our waste management company, we can, unfortunately, no longer accept personal sharps boxes for disposal. Please see below alternatives that can be used / contacted: -

Drop off points (anyone can use this service)

Croasdales Pharmacy, 1 The Traverse, Bury St Edmunds, IP33 1BE - Monday – Saturday 08:30 – 17:30

Lords Pharmacy, Unit 61, The Guineas Shopping Centre, Newmarket, CB8 8EQ Monday – Saturday 08:00 – 21:00 & Sunday 09:00 – 19:00

Stourview Wellbeing Centre, Crown Passage High Street, Haverhill Suffolk CB9 8AG Monday – Friday: 09:00 – 17:00 & Saturday 09:00 – 14:30

West Suffolk Council area

Visit: www.westsuffolk.gov.uk/bins/electrical-and-hazardous-waste.cfm

Or take your sharps bins to:

- Croasdales Pharmacy, 1 The Traverse, Bury St Edmunds, IP33 1BE
- Lords Pharmacy, Unit 61, The Guineas Shopping Centre, Newmarket, CB8 8EQ

Babergh District Council area

Visit: www.babergh.gov.uk to arrange a sharps collection via the website

Braintree District Council area

Call GB Holdings:

☎ 01245 464214

Please note that any new sharps boxes need to be dispensed to you via a prescription.

❖ BOOKING APPOINTMENTS

For the best possible service and continuity of care, we encourage patients to contact the surgery by telephone whenever possible. Speaking directly with our reception team allows us to understand your needs fully, offer appropriate guidance, and ensure appointments and queries are managed efficiently and personally. While online services remain available for patient convenience, we continue to value a more traditional, patient-focused approach, that prioritises direct communication and the personal relationship between patients and the practice team.

❖ PRESCRIPTION AND SECRETARIAL TELEPHONE LINES

Our *dedicated* telephone line to the prescription team is open 10:00 – 13:00 and the Secretarial line is open 14:00 – 16:00. If you are trying to get through to the team outside of these times or if the team is busy on another call during these times, there is a voicemail facility available. Please leave a message and the team will come back to you in due course. We ask that you please do not ring through to reception as they will not be able to help with your prescription/secretarial enquiry. See below telephone line table.

❖ LONG TERM CONDITIONS (LTC) PATIENTS ANNUAL REVIEWS

We will be in touch with patients to invite them in to have their annual review during their month of birth. For those with Diabetes/Hypertension we will be in touch sooner to arrange the workup investigations such as up-to-date blood tests and blood pressure readings. This is so the clinical staff can ensure a thorough annual review.

Asthma/COPD patients, please remember to bring your inhalers to your review appointment.

Annual *medication* reviews are held remotely with the clinical pharmacy team to ensure adherence and compliance for patient safety. It is therefore important, if requested by the Pharmacy/prescription team, that you have any blood tests done and up to date blood pressure readings, if required, prior to your appointment.

We will contact patients, on two occasions to invite you in for your reviews. However, the onus is on the patient to take responsibility for their health.

❖ SPRING 2026 COVID-19 VACCINATION CAMPAIGN ended as of 13 June – information regard Autumn / Winter Campaign will be provided when available.

❖ DID NOT ATTENDS (DNA) – For the 3-month period between 01 February and 30 April 2026, **206** of our patients did not attend their appointments, equating to over **55 hours** of appointments that could have been used elsewhere. **PLEASE** do check your appointment day/time and if you are unable to attend, **PLEASE LET US KNOW** so we can re-allocate our much-needed clinician and nursing availability. Did you know that we have a cancellation line where you can leave a message? Please call the surgery during telephone opening times and selection Option 1, Option 1 - see table below.

❖ CALL DATA – Over the same 3-month period, we had over 11k inbound calls with an average queue time of 3 mins 9 seconds (this includes call back requests).

❖ LEAD PRACTICE NURSE JODIE SAYS

A warm and sunny hello to you all 😊

We are now heading into the summer months, and we have already been fortunate with some warm sunny weather in May!

However as nice as the hot weather is, it does come with some health risk for some of us, especially the very young, elderly and frail. It is important to keep well hydrated, open windows and close curtains/blinds to keep your homes cool. Try to avoid direct sunlight, but if you need to be outside during the hours of 11am-3pm when the UV is its highest, then make sure you are wearing a suncream with a high SPF, wear a hat and seek shade when you can.

For further information on staying safe during the heat, please see link [Beat the heat: staying safe in hot weather - GOV.UK](#)

There are no new changes to report for our nursing team here at Guildhall; our new health care assistant Hayley has settled in very well in the team and now has her own clinics three mornings a week.

Cervical Screening Digitalisation update

There has been a recent change to how women receive their cervical screening invitations and results; it has now been digitalised. **Invitations and ALL results / communications are now being sent digitally via the NHS App.** If NHS App notifications are not read, a letter will still be posted as a failsafe. We have been advised to encourage everyone to download the NHS App and enable notifications - [NHS App](#). If you already use the App, you are probably aware you can view your results there, however, please be mindful that your cervical screening results may appear on the App *before* you receive your results *letter* from the screening team. If you see an abnormal result in your clinical record, please **DO** wait for the results letter to come through *before* contacting the surgery; the letter will have important information about the result and detail if any referral or follow up is required. If, for whatever reason, you do not receive a communication digitally or letter in the post with your results, then please do call the surgery for further advice.

I wish you all a warm and wholesome summer filled with good health and long sunny days!

"Summertime is always the best of what might be"

Jodie – Lead Practice Nurse



BUSINESS AS USUAL

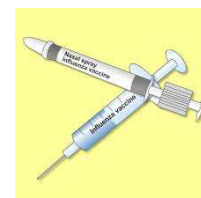
TRIAGING

If you do need to contact us for an appointment, our care navigators / reception team will triage your request and ask you for a description of your symptoms / reason for appointment request; THIS IS AT THE GP's REQUEST and will assist in enabling the team to provide you with the right appointment with the most appropriate member of our clinical team. This also includes the need for any urgent / same day appointments.

VACCINATIONS (details also available on our website under 'Services / Vaccinations')

FLU

The 2026/27 autumn/winter flu vaccination programme in England will begin on 01 September 2026, for pregnant women and eligible children, and on 01 October 2026, for all other eligible adult cohorts. These structured dates ensure optimal protection during the peak winter months. Further information is available @ www.nhs.uk/conditions/flu/.



PNEUMONIA

Pneumonia is inflammation of the lungs, usually caused by an infection. Most people get better in 2 to 4 weeks, but babies, older people and people with heart or lung conditions, are at risk of getting seriously ill and may need treatment in hospital. It can also help protect against other illnesses such as sinusitis and ear infections.

Babies born on or after 08 April 2025 can have the pneumococcal vaccine from 16 weeks of age along with a booster dose at 12 months <https://www.nhs.uk/vaccinations/pneumococcal-vaccine/>. Everyone over the age of 65, along with children and adults at a higher risk of getting seriously ill (underlying medical conditions), will be called for the vaccination throughout the course of the year. Did you know this vaccine can also help fight septicaemia and Meningitis? If you are unsure about having the vaccination, please go to www.nhs.uk/conditions/pneumonia/ for more information or call the surgery to book an appointment.

SHINGLES

Patients who qualify (see table) will be called systematically to allow for the allocated and restricted number of vaccinations we can order at a time. You can get shingles more than once, so it's important to get vaccinated even if you've had shingles before.

- If you have a severely weakened immune system (as described in the Green book chapter) you will be offered the shingles vaccine from 18 years of age
- If you are over 70 years of age and have not had shingles vaccine before, you remain eligible up to your 80th birthday

Further information can be found at <https://www.nhs.uk/vaccinations/shingles-vaccine/>

HPV (Human papillomavirus)

All children aged 12 – 13 (year 8) are offered the free HPV vaccination at school. However, some children may have missed the vaccination. If you are 18-24 and have not had the vaccination, you can still get it before your 25th birthday. Please call the surgery to book/discuss with the nursing team. Further information can be found at www.nhs.uk/conditions/human-papilloma-virus-hpv/

RSV (Respiratory Syncytial Virus)

Adults aged 75 and over and woman who are 28 weeks pregnant or more, are all eligible for this free vaccine to protect them from the RSV; an infectious disease of the airway and lungs which, in some cases, can lead to pneumonia and other life-threatening conditions. If you haven't been contacted and offered the vaccine and fall into the above cohorts, please call and speak to reception to book an appointment. Visit www.nhs.uk/conditions/respiratory-syncytial-virus-rsv/ for further information.

Turning 70?

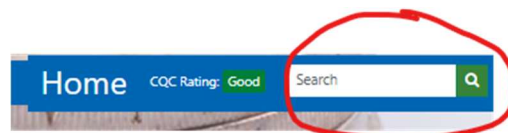
ELIGIBLE FROM (YOUR BIRTHDAY)	DATES OF BIRTH	PROGRAMME START DATE	PROGRAMME YEAR
70 th	1 September 1953 – 31 August 1954	1 September 2023	Year 1
	1 September 1954 – 31 August 1955	1 September 2024	Year 2
	1 September 1955 – 31 August 1956	1 September 2025	Year 3
	1 September 1956 – 31 August 1957	1 September 2026	Year 4
	1 September 1957 – 31 August 1958	1 September 2027	Year 5

Turning 65?

ELIGIBLE FROM (YOUR BIRTHDAY)	DATES OF BIRTH	PROGRAMME START DATE	PROGRAMME YEAR
65 th	1 September 1958 – 31 August 1959	1 September 2023	Year 1
	1 September 1959 – 31 August 1960	1 September 2024	Year 2
	1 September 1960 – 31 August 1961	1 September 2025	Year 3
	1 September 1961 – 31 August 1962	1 September 2026	Year 4
	1 September 1962 – 31 August 1963	1 September 2027	Year 5

WEBSITE

We hope you find our website easier to navigate (www.guildhallsurgery.co.uk). The site contains a host of information, forms and links. It also has a 'search' feature, which can be useful if you are looking for something specific.



Why not have a look and see our what our latest news is!

PATIENT PARTICIPATION GROUP (PPG)

Our PPG helps to communicate to us the views and perceptions from our patients of the services that we provide as well as ideas about how we could improve our service. Our Facebook page is very active, and we are making it more interactive. Questionnaires are also always available in paper form in our downstairs waiting area. We also encourage our patients to visit our Facebook and Website for information, updates and general health information and news.



REMINDERS

HOME VISITS

If you are housebound and require a home visit, it is important that you telephone the Surgery **before 11am**. You will still be asked for a description of your symptoms and in some cases a clinician may also telephone you prior to a visit for further details.

LONG TERM CONDITIONS & MEDICATION REVIEWS

These reviews are an essential part of the ongoing management of your condition/s (e.g. arthritis, asthma, diabetes, epilepsy, angina, heart failure, high blood pressure), and an opportunity to discuss any concerns you may have. The Surgery will be in touch to make an appointment for your annual review (by month of birth order). In some cases, blood test results will be required prior to the review and if necessary, a blood test form will be provided for you to book directly. Your review will then be scheduled in line with test result availability.

For annual medication reviews, please contact the Surgery for an appointment (review dates are detailed on repeat prescription form/s).

PRESCRIPTION REQUESTS & QUERIES

Your repeat prescription request is required in writing via the prescription post box located at the side of the surgery, or via the NHS app or online service. Patients should order their repeat medication when they have 7 days of medication left.

Our prescription team CANNOT take medication requests over the telephone; this is to minimise the risk of a potential error.

Please allow TWO working days for your prescription to arrive at your nominated Pharmacy (allowing additional time over bank holidays). Your Pharmacy may be able to sign you up for text alerts when your prescription is ready to collect.

For more information please visit: - <https://www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/>

For prescription or medication *queries*, please phone our dedicated PRESCRIPTION LINE (see below) and/or leave a message on their answering service and they will call you back (our reception team will not be able to help you).



CLINIC AND DISCHARGE LETTERS

At time of your **discharge** from hospital, you will have been provided with your regular medication as a 'TTO' (To Take Out). Any medication amendments will be reconciled by the Surgery, upon receipt of your discharge letter. At your **clinic** appointment, the Consultant might suggest prescribing **new medicines** for you or might want to make changes to the medicines that you are already taking. The **Consultant is responsible for giving you the first prescription to collect from the hospital pharmacy**.

Our doctors will only be able to continue prescribing this medication if the consultant requests this in a written clinic letter. This process usually takes around **TWO** weeks upon receipt of the clinic letter.

Private Consultants may suggest medications to patients which would not normally be prescribed by NHS GPs. If either the Consultant or your GP informs you that this is the case, then you will need to contact your consultant directly to organise prescriptions.

For more information please visit: - <https://www.nhs.uk/nhs-services/hospitals/going-into-hospital/being-discharged-from-hospital/>

SAMPLES

If you have been asked by one of our team to supply a urine, stool, sputum sample etc., these need to be back to the Surgery before 12:00pm / mid-day. Please **DO NOT** put these in our post box which is for letters and repeat prescriptions only.

INFECTION CONTROL

Guidance from the government and NHS regarding infection control measures in the Surgery have not changed and we would request patients to continue to be vigilant along with their hand hygiene. Please **DO NOT** attend the surgery if you have **Covid 19 symptoms** OR **diarrhoea/vomiting** but instead request a telephone appointment or complete an (Anima) on-line consultation request via the website. This will help to protect our staff and vulnerable patients. For the latest information on these subjects, visit <https://www.nhs.uk/conditions/covid-19/covid-19-symptoms-and-what-to-do/> and <https://www.nhs.uk/conditions/diarrhoea-and-vomiting/>.



INFORMATION

01787 277523 - Monday – Friday (exc. Bank Holidays & training events)	
Surgery Opening Times	08:00 – 18:30
Telephone Opening Times: - Appointments & Cancellation Messaging Service - Option 1	08:30 – 13:00 & 14:00 – 18:30
Prescriptions - Option 2	10:00 – 13:00
Secretarial - Option 3	14:00 – 16:00
Test Results - Option 4	15:00 – 17:30
Reports – Option 5	14:00 – 16:00
General Enquiries – Option 6	08:30 – 13:00 & 14:00 – 18:30

Integrated Care Board (ICB) Training Events

The Surgery will be **CLOSED** for important clinical education and training events for the below dates/times in **2026**.

12:30pm Thursday 10 September until 8am Friday 11 September
12:30pm Wednesday 11 November until 8am Thursday 12 November

Emergency cover will be provided, please telephone 111 to access: -

- Telephone triage
- Face-to-face appointments

Repeat prescription requests **will not** be dealt with during these times so please ensure sufficient notice is given to enable us to provide these for you prior to the closures.

If you need advice for any minor ailments, please see your local Pharmacist.

If you require urgent medical attention, please contact 111.

If you have a life-threatening medical emergency, please call 999 immediately.

Useful Websites: -

Surgery website	www.guildhallsurgery.co.uk
Facebook	https://www.facebook.com/GuildhallsurgeryClare/
Government COVID 19	https://www.gov.uk/coronavirus
NHS	https://www.nhs.uk/
Prescription and Pre-Payment Certificate Charges	https://www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/



The Guildhall Surgery Team