



## GUILDHALL SURGERY NEWSLETTER SPRING 2026

### ❖ STAFF UPDATE!

- Our second GP trainee Zaw has now finished his placement with us and has moved on to his next assignment – we very much enjoyed having him here as did our patients and we wish him every future success.
- Our new trainee placement Dr Kai Ooi started at the beginning of February, has completed his induction and is now seeing patients. We are very pleased to welcome him to the Surgery and are confident he will also do very well.
- Our new Medical Secretary Karen also started at the beginning of February for a fixed one-year contract to cover maternity leave.

**Welcome to the Guildhall Surgery team!**

### ❖ SPRING 2026 COVID-19 VACCINATION CAMPAIGN

The government has confirmed acceptance of the Joint Committee on Vaccination and Immunisation's advice on eligibility for the spring 2026 COVID-19 vaccination programme. The announced and authorised eligible cohorts for the COVID-19 spring 2026 programme are:

- adults aged 75 years and over
- residents in a care home for older adults
- individuals aged 6 months and over who are immunosuppressed, as defined in COVID-19: the green book, chapter 14a

The campaign will run from 13 April 2026 and end on 30 June 2026. We will contact and invite all patients who meet the eligibility criteria as set out above by text message with a direct booking link or phone call.

- ### ❖ DID NOT ATTENDS (DNA) –
- For the 3-month period between 01 November and 31 January, 205 of our patients did not attend their appointments, equating to a total of **69 hours 50 minutes**. **PLEASE** do check your appointment day/time and if you are unable to attend. **LET US KNOW** so we can re-allocate 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 –
- The average queue time for November through to January was 2mins 6 seconds

### ❖ LEAD PRACTICE NURSE JODIE SAYS .....

Spring is now just around the corner, and I think we are all looking forward to lighter, warmer days!

I am very pleased to say Hayley our new Healthcare assistant has settled in very well into the nursing team; she is a pleasure to work with and a great asset to our team. Hayley continues to complete training and competencies but has already started seeing her own patients... some of you may already have had an appointment with her. We will continue to support her in her new role.



The surgery is now offering a stop smoking services again, working in collaboration with Feel Good Suffolk. Stopping smoking is one of the best things you can do for your health! It doesn't matter how long you've been smoking or how many cigarettes you smoke a day, stop smoking now and you will see the benefits. Once you quit smoking your body begins to repair itself, your breathing will become easier, you will find your lungs start to clear out mucus and toxins and your risk of serious illness such as heart disease and stroke fall significantly. Along with the massive health benefits from stopping smoking, it also saves you money. An average 10 a day smoker will spend over £2,500 a year on cigarettes! When you quit, that money stays in your bank account and could for example, go towards a nice holiday!

So how does the stop smoking services at the surgery work? We will offer a 12 week stop smoking programme, starting off with a face-to-face appointment with the Practice Nurse where you will discuss your options on how we can support you to quit, i.e. medication or NRT (nicotine replacement products) such as patches or lozenges as well as you setting your 'quit' date. We will check your carbon monoxide levels using a simple device called a 'Smokerlyzer' that you blow into. Once you have stopped smoking for 4 weeks, we repeat the Smokerlyzer test when you should see a dramatic difference in your readings, hopefully giving you the incentive to keep going! Our Practice Nurses will continue to support you and see/talk to you for the entire 12 weeks. If you are ready to quit smoking, 2026 could be your year to do it! Please do call the surgery and ask for an appointment with a Practice nurse to start your stop smoking journey!

Our annual Infection Prevention Control audit for the whole surgery was completed in February. You will be pleased to know that we are 98% compliant with all our infection control measures. What about the 2% missing I hear you say? As Guildhall is a Grade II listed building, we must be humble to our surroundings and have realistic expectations that areas of the building will not meet infection control standards. However, 98% is a great achievement which we are very pleased with. We continue to also complete our monthly, quarterly, 6 monthly and annual audits, depending on the risk of the area.

I wish you all a pleasant Spring, a season for renewal, joy and fresh beginnings.

Jodie

## BUSINESS AS USUAL

### **APPOINTMENTS**

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 (AUTUMN/WINTER)**

Eligible cohorts for flu vaccination are based on the advice of the Joint Committee on Vaccination and Immunisation (JCVI). The programme aims to provide direct protection to those who are at higher risk of flu associated morbidity and mortality and to reduce transmission to all age groups through the vaccination of children.



The following cohorts are announced and authorised to be eligible to receive a flu vaccination:

From 1 September 2025:

- pregnant women
- all children aged 2 or 3 years on 31 August 2025
- primary school aged children (from Reception to Year 6)
- secondary school aged children (from Year 7 to Year 11)
- all children in clinical risk groups aged from 6 months to less than 18 years

From 01 October 2025 (until 31 March 2026):

- those aged 65 years and over
- those aged 18 years to under 65 years in clinical risk groups (as defined by the Green Book, Influenza chapter 19)
- those in long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- frontline workers in a social care setting without an employer led occupational health scheme including those working for a registered residential care or nursing home, registered domiciliary care providers, voluntary managed hospice providers and those that are employed by those who receive direct payments (personal budgets) or Personal Health budgets, such as Personal Assistants.

Further information is available @ [www.nhs.uk/conditions/flu/](http://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/](http://www.nhs.uk/conditions/pneumonia/) for more information or call the surgery to book an appointment.

**SHINGLES**

Patients who qualify (see table below) 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.

- People aged 70 to 79
- People who turn 65 on or after September 2023
- People aged 18 and over with a severely weakened immune system (01 Sept 2025)

Further information can be found at [www.nhs.uk/conditions/shingles/](http://www.nhs.uk/conditions/shingles/)




## Eligibility for shingles vaccine

If you have a severely weakened immune system (as described in the Green book chapter) you will be offered the shingles vaccine from 50 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

ELIGIBLE FROM (YOUR BIRTHDAY)	DATES OF BIRTH	PROGRAMME START DATE	PROGRAMME YEAR
<b>CATCH UP STAGE 1</b>  <b>70<sup>th</sup></b>	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
 <b>65<sup>th</sup></b>	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
<b>CATCH UP STAGE 2</b>  <b>65<sup>th</sup></b>	1 September 1963 – 31 August 1964	1 September 2028	Year 6
	1 September 1964 – 31 August 1965	1 September 2029	Year 7
	1 September 1965 – 31 August 1966	1 September 2030	Year 8
	1 September 1966 – 31 August 1967	1 September 2031	Year 9
	1 September 1967 – 31 August 1968	1 September 2032	Year 10
 <b>60<sup>th</sup></b>	1 September 1968 – 31 August 1969	1 September 2028	Year 6
	1 September 1969 – 31 August 1970	1 September 2029	Year 7
	1 September 1970 – 31 August 1971	1 September 2030	Year 8
	1 September 1971 – 31 August 1972	1 September 2031	Year 9
<b>ROUTINE</b>  <b>60<sup>th</sup></b>	on or after 1 September 1973	1 September 2033	Year 11 onwards



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**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/](http://www.nhs.uk/conditions/human-papilloma-virus-hpv/)

**RSV (Respiratory Syncytial Virus)**

Adults aged 75-79 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/](http://www.nhs.uk/conditions/respiratory-syncytial-virus-rsv/) for further information.

**WEBSITE**

We hope you find our website easier to navigate ([www.guildhallsurgery.co.uk](http://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.

**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
<b>Telephone Opening Times: -</b> Appointments & Cancellation Messaging Service - Option 1	<b>08:30 – 13:00 &amp; 14:00 – 18:30</b>
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**

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

12:30pm Tuesday 12 May until 8am Wednesday 13 May  
 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: -

Guildhall Surgery website	<a href="http://www.guildhallsurgery.co.uk">www.guildhallsurgery.co.uk</a>
Facebook	<a href="https://www.facebook.com/GuildhallsurgeryClare/">https://www.facebook.com/GuildhallsurgeryClare/</a>
Government COVID 19	<a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a>
Current Prescription and Pre-Payment Certificate Charges	<a href="https://www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/">https://www.nhs.uk/nhs-services/prescriptions/nhs-prescription-charges/</a>

**The Guildhall Surgery Team**