



# Sunray Surgery

Practice Newsletter

## How to book an appointment

- Visit our [appointments](#) page
- or
- Complete an [online booking request form](#)

The completed form will be triaged by our trained navigation team and you will be contacted with the outcome.

This could be a link sent to your phone to book an appointment, a direct telephone call, self-care advice, or navigation to a service that is more appropriate to help and support you.

If you do not have a phone or you are less able to use the online form, please contact the practice and inform staff who will be willing to support you.

## NHS App

Did you know that the NHS app allows patients to:

- View their health record
- Order repeat prescriptions
- Book and manage appointments
- Get health information and advice
- Get their NHS COVID Pass
- View their NHS number
- Access estimated waiting times

The NHS App is available on iOS and Android:



## Pharmacy First

Pharmacists are qualified healthcare professionals with five years of training, making them experts in medicines. They can provide clinical advice and over-the-counter medicines for various minor illnesses, with same-day consultations arranged at a convenient time.

Pharmacists can now offer advice, treatment, and supply NHS medicines for these common conditions:

- **Earache/Ear Infections** (Ages 1–17)
- **Impetigo** (Ages 1+)
- **Infected Insect Bites** (Ages 1+)
- **Shingles** (Ages 18+)
- **Sinusitis** (Ages 12+)
- **Sore Throat** (Ages 5+)
- **Uncomplicated Urinary Tract Infections** (Women, Ages 16–64)

## Facts and Figures

**Here are some facts and figures about our activities in December:**

- 3078 Incoming Calls
- 1857 Calls Answered (60%)
- 317 Telephone Appointments
- 1089 Appointments Offered
- 45 Appointments Not Attended
- 216 Blood Tests
- Friends and Family Feedback Result - 83.33% rated us "Good" or "Very Good"!

[Submit your own Friends and Family Feedback](#) to appear on our next newsletter!

## Wasted Appointments

It is important that you cancel if you are unable to attend your GP or nurse appointment. You can cancel by calling the surgery. We are only able to offer your unwanted appointment if you cancel.

## **Please be kind to our staff**

We aim to treat all our patients courteously and with respect. We will do everything possible to offer a service, which we ourselves would like to receive elsewhere. Please treat our staff with the same respect you would expect to receive. Physical violence, racial, sexual and verbal abuse of our staff will not be tolerated. Offenders will be reported to the police and deregistered.

## **Inhaler Recycling**

Did you know that used inhalers do not get recycled even if you place them in your recycling bin?

You can return used and used inhalers to your local pharmacy for their safe disposal. Recycle any packaging that your medication comes in, removing your details first. Don't keep unused medications, return them to your local pharmacy for safe disposal.