

Staff updates

We would like to thank our patients for their patience over the last few weeks following staff shortages due to illness, both long and short term, amongst the surgery staff, in particular our reception team. As we are a small, rural practice, it is difficult to find locum cover for staff absences, as the reception role is very specialised and needs experienced staff with knowledge of the computer systems and navigation options for patients.

We welcome our new dispenser Laura to our team.

We also welcome our new Health Care Assistant Kate Conway to the nursing team.

Campden Surgery Friends

Thank you to the Surgery Friends charity for hosting a quiz night in aid of donations. Our staff team very much enjoyed being part of this event.

Covid and flu vaccines

We have invited all eligible patients to the clinics run jointly by the North Cotswold practices, which have been held at Moreton in Marsh. We would like to thank the surgery staff who have been working weekends as well as their normal weekly hours in order to provide these vaccination programmes again. There are catch up clinics available during November – please contact the surgery if you still wish to organise your vaccines.

Website and email queries

Please note that we are happy to receive website and email queries as this reduces the numbers of patients telephoning the practice for non-urgent queries. We aim to turnaround these queries within 5 working days.

In addition, we encourage patients to sign up for the NHS app, which gives a simple, fast and secure way to access a range of services. This is also a sustainability objective for the NHS nationally. Patients who have enabled notifications via their settings – to do this go to manage notifications and turn notifications on – will receive texts from the practice to the NHS app, which reduces costs for the NHS. For anyone needing help with NHS IT apps, we have a Digital and Technology Inclusion Social Prescribing Link Worker available in the North Cotswolds, who we can refer patients to for support.

We have a practice policy to send letters rather than texts to patients aged over 80 for routine monitoring review appointments – however if patients in this age group are happy to receive texts, then please let us know and we will make a note on the patient's records.

Armed forces Veteran Friendly Practice

A reminder that we are an accredited practice and encourage patients to inform us if they are a veteran so that we can offer information and services as appropriate.