

Gladstone Surgery newsletter



Gladstone Surgery

13.05.2026

Welcome

Over the past few weeks we have successfully transitioned to a triage appointment system and we would like to thank all of our patients for their understanding and support during this change.

As a reminder all routine appointments can be booked via the triage form on our website or NHS app as well as by giving the surgery a ring or booking via reception. This also applies to nurse appointments. For all urgent GP appointments please use the triage form on our website or NHS app. For anyone unable to access the form online, please give the surgery a ring and one of the team can complete this with you.

We are aware that some patients experienced difficulties accessing the online triage form due to a small number of national technical issues. We apologise for any inconvenience this caused.

Prescriptions

A gentle reminder to patients requesting prescriptions: Please ensure you include your full name, date of birth and required medications or alternatively prescriptions can be requested via our website or through the NHS app.

Please also allow up to 2 working days for prescriptions to be processed.

Hayfever

With hay fever season underway, many symptoms can be managed without needing a GP appointment. Your local pharmacy can provide advice and recommend over the counter treatments such as antihistamines, nasal sprays and eye drops to help relieve symptoms.

Some helpful tips to reduce hay fever symptoms include:

- Keeping doors and windows closed during high pollen days
- Showering and changing clothes after being outside
- Wearing sunglasses to protect your eyes
- Apply a small amount of vaseline around the nostrils to trap pollen
- Drying clothes indoors where possible during peak pollen days

Things to avoid:

- Cutting grass or spending long periods outdoors when pollen counts are high
- Rubbing your eyes which can make irritation worse
- Smoking or being around smoke which may aggravate symptoms

In this newsletter you can expect:

- [Triage](#)
- [Prescription information](#)
- [Hayfever tips and tricks](#)
- [An introduction to our new social prescriber](#)

Hay fever symptoms

Symptoms of hay fever include

- sneezing and coughing
- a runny or blocked nose
- itchy, red or watery eyes
- itchy throat, mouth, nose and ears
- loss of smell
- pain around the sides of your head and your forehead
- headache
- feeling tired



Contact information:

 Website: www.gladstonesurgery.co.uk

 Telephone: 01494 782884

An introduction to our Social prescriber - David Sheriff

Don't be fooled by the name, a social prescriber's role is to work alongside our clinical team and local services to help support patients with issues that may be affecting their health and wellbeing.

David (our social prescriber) takes time to listen and understand what support you need and can advise or signpost to local support in the Chesham and wider Buckinghamshire area. This can include:

- Bereavement or emotional support
- Local walking or exercise groups
- Help with benefits, debt or housing advice
- Caring responsibilities
- Weight management
- Victims of abuse
- Finance
- Feeling down and mental health
- Transport
- Substance misuse
- Managing a long term condition
- Wellbeing and confidence building services
- Loneliness/Isolation
- Helping day to day
- Sedentary lifestyle

Many patients find that social prescribing helps them to:

- Feel less isolated
- Improve their mental health
- Become more active
- Meet new people
- Access support they did not know existed



Drop in coffee mornings



David is holding a drop in coffee morning on Monday 8th June and Monday 13th July both between 12 - 1pm. This allows anyone of our patients who are interested to enjoy some free tea, coffee and biscuits and chat in an informal relaxed atmosphere to get a feel for how David could help to support you.
