

Armada Family Practice

WHITCHURCH HEALTH CENTRE

Issue 5
April 2017

Welcome back to Dr Pope and Dr Maha

Dr Pope has returned to the practice following maternity leave, her normal working days are, all day Monday, Tuesday morning and all day Thursday. Dr Maha has also returned to the practice and her normal working days will be; all day Monday, all day Thursday and Friday morning.

Patient Survey about our appointment system

We are currently asking patients to complete a survey about our appointment system. We are working closely with our Patient Participation Group to develop an appointment system that meets the needs of our patients, by completing the survey we will be able to find out what services best suit the majority of our patients.

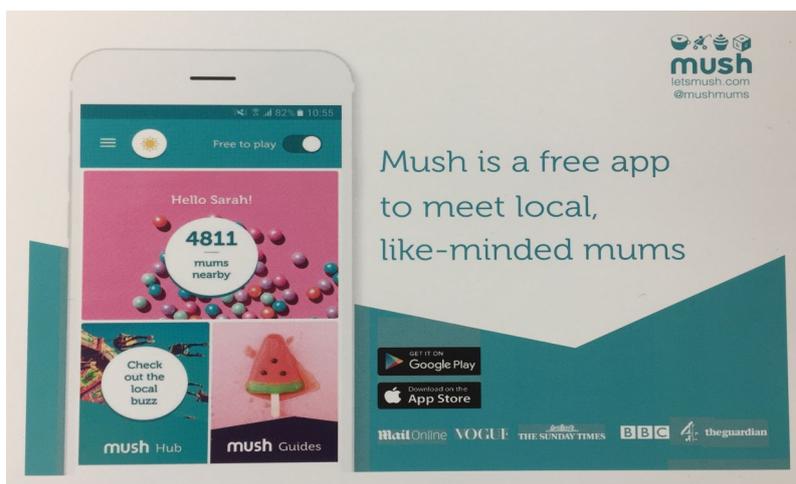
The patient survey can be found in the reception area and this will be running up until 21st April.

Same day appointments

Please be advised same day open surgery appointments can only be booked at the reception desk, we are not able to book same day appointments over the telephone. You do not need to queue outside the practice at 8:30am unless you want an early appointment, you can also go away and come back so you do not need to sit in reception waiting until your appointment time.

A new app available for parents

Mush is a free app that connects mum's with other mums nearby, with children the same age. It's a basically a mum friend finder app! You set up a profile with your details, then you can see mums nearby, connect with them, chat and arrange meet ups. You can also see what other mum's are talking about, where they are going and what's happening locally.



Surgery Opening Times

8:30 TO 6:30PM
MONDAY TO FRIDAY

Emails

Would you like to receive our surgery newsletter by email? If so please ensure we have your up to date email address.

Facebook

We now have our own facebook page to keep our patients informed of useful information and details of current affairs within the practice.

You can find us under

Armada Family Practice—
Whitchurch Health Centre



Useful Telephone Numbers

NHS 111 (out of hours)	111
District Nurse	01275 547040
Health Visitors	01275 547031
BRI	0117 923 0000
Southmead Hospital	0117 950 5050
St Peter's Hospice	0117 915 9400
Alzheimer's Society	0117 961 0693
CRUSE bereavement	0117 926 4045
Diabetes Education	0117 959 8970
Dementia Helpline	0845 300 0336
Carers Support	0117 965 2200

During March we had 86 GP appointments & 158 treatment room appointments that patients did not attend!

This totals a shocking 244 wasted appointments during March.

Please call the surgery to cancel your appointment if you are unable to make it or you no longer need it, giving as much notice as possible, so the appointment can be rebooked by another patient.

Easter Opening Hours

Good Friday 14th April – Closed

Easter Monday 17th April - Closed

We will re-open on Tuesday 18th April

If you need urgent, but not emergency, medical attention when we are closed please ring 111



What to do when the surgery is closed over the Easter period

Local pharmacies are open over the Easter period and can provide many self help treatments for minor illness such as sore throat, coughs & colds, sickness and diarrhoea and seasonal allergies.

Minor Injury Units are nurse-led centres dealing with a wide range of minor illness and injuries such as; cuts, lacerations and burns. Sexual health screening and emergency contraception is also available. Minor injury unit walk in services (no appointment necessary) are available at:

South Bristol NHS Community Hospital, Hengrove Promenade, BRISTOL, BS14 0DE. Tel 0117 342 9692. Opening Hours: Monday -Saturday 8am-8pm, Sundays & Bank Holidays 10am-6pm.

Broadmead Medical Centre, 59 Broadmead, Bristol, BS1 3EA. Telephone: 0117 954 9828. Monday - Saturday 8am - 8pm, Sunday and bank holidays, except Easter Sunday and Christmas Day: 11am - 5pm

If you require urgent medical assistance which cannot wait until the surgery reopens, please call 111 and you will automatically be transferred to the free NHS 111 Service. You may then be given medical advice over the phone, asked to attend a local Primary Care Centre or offered a home visit.

Call 111 for free NHS advice or visit www.nhs.uk/111

If it is a medical emergency, or you think someone is having a heart attack or stroke dial 999.

Only dial 999 in a critical or life-threatening situation, for example if someone has:

- loss of consciousness
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that can't be stopped
- acute confused state and fits that are not stopping

Dr Badger's goodbye coffee morning

Dr Badger will be retiring from the practice on Thursday 13th April 2017. We will be holding a coffee morning for patients to come along and say their goodbyes and well wishes on Wednesday 12th April between 10am-12pm at the Health Centre.

