

Armada Family Practice Newsletter

We are closed for Easter on Friday 19th April and Monday 22nd April



Please contact NHS 111 if you require medical attention or advice. If it is a life threatening emergency call 999.

Please see attached document for further information regarding Easter Opening Times at our local pharmacies.

Improved Access

We are working together with other local practices to offer more appointments in the early mornings, evenings or at weekends. Speak to a member of the practice team to find out more.

NHS Prescription Charge

The NHS Prescription Charge is £9.00 for each item prescribed from 1st April 2019.

Some items may have more than one charge, e.g. elastic hosiery; a member of the pharmacy team will explain if that is the case. The NHS prescription charge is a contribution to the NHS; it is not a payment to the pharmacy and it is not related to the cost of your medicine(s).

If you need more than 12 prescriptions a year, you could save money with a Prescription Prepayment Certificate - ask a member of your pharmacy team for more information.



Contraception Clinic

There is an increasing demand for our long term contraceptive clinic. We currently have a lengthy waiting list for Coil and Implants. If you are due a replacement or removal of an implant or coil please can you inform one of our reception team ideally a few months in advance. For patients who are considering having an implant or coil fitted for the first time, this must be discussed first with a GP and then added to our waiting list. Many thanks for your help and patience with this.

Samples

Samples are to be handed in no later than 12pm on a Friday afternoon due to no lab collections over the weekend. i.e. Urine, Stool, Sputum, Swabs.



Change of Personal Details

To keep our records up-to-date, please inform us regularly of any changes to your address and telephone number in case we have to contact you urgently. We offer a text messaging service which means we can be more proactive about some communications so you are not waiting around to hear from us.



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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



Find us on:
facebook.

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
SBCH	0117 342 9692
Midwives	0117 342 9841

During March we had 104 GP appointments & 96 treatment room appointments that patients did not attend or cancel.

This totals a shocking 200 wasted appointments during March and a cost to the practice of £4600.80

From Monday 1st April 2019:

Please allow 72 hours* for your prescription to be processed.



*This is the time taken from dropping off your prescription at the surgery and collecting at the surgery. If you have a nominated a pharmacy where you collect from you will need to allow extra time.

Received in the surgery before 12pm	Ready to collect in the surgery after 1pm	Ready to collect from your pharmacy*
Monday	Thursday	Friday
Tuesday	Friday	Following Monday
Wednesday	Following Monday	Following Tuesday
Thursday	Following Tuesday	Following Wednesday
Friday	Following Wednesday	Following Thursday

When will my prescription be ready?

We require 72 hours (3 working days) to have your prescription ready.

The 'working days' are when the surgery is open (Monday – Friday).