

Summer Holidays

We will be closed on bank holiday Monday 28th August 2017.

Please remember to order your repeat prescriptions in plenty of time.

If you need medical attention or advice when we are closed, please ring NHS 111 on 111, or see our website.

Have you been suffering with muscular pain for less than 6 weeks?

If yes, we are delighted to advise that we can now offer a new pilot service to eligible patients!

It is called the MSK (Musculoskeletal Assessment Service). MSK is a term used to define conditions which affect the muscles and skeleton of the body. It also includes tendons, ligaments, joints, the nervous and other systems (e.g. circulation, nerves and brain).

The MSK service gives patients the opportunity to have a 30 minute telephone consultation between the hours of 6:30pm-8pm Monday – Friday, and Saturday with skilled and experienced physiotherapists.

This service is for adults over 18 who have an acute joint, muscle or spinal problem (less than 6 weeks onset). The service is not suitable for women who are pregnant, or patients undergoing cancer treatment.

This is a great service that we hope will reduce the waiting times for referral to a physio for those that need it and ensure that effective advice on self-care for MSK is given quickly to improve symptoms.

When you call us, please mention that you think you may be eligible for this service. This will enable our reception team to ask you some further questions to determine whether you need to see our GPs or get referred to the MSK service.



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
SBCH	0117 342 9692
Midwives	0117 342 9841

During July we had 107 GP appointments & 97 treatment room appointments that patients did not attend!

This totals a shocking 204 wasted appointments during July.

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.

If you become unwell or are injured, make sure you choose the right NHS service. Choosing well ensures you receive the best possible treatment, leaving A&E and 999 for people who are badly injured or very ill.

Stay well :: Guide to help you choose the right service for you and your NHS **NHS**

Self-care	Pharmacy	GP	Minor Injuries	A&E/999
<p>Hangover. Cough. Colds. Crazes. Small cuts. Sore throat.</p>	<p>Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.</p>	<p>Arthritis. Asthma. Back pain. Vomiting. Stomach ache.</p>	<p>Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.</p>	<p>Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.</p>
 <p>Self-care is the best choice to treat minor illnesses and injuries.</p> <p>A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.</p>	 <p>Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time.</p> <p>No appointment is needed and most pharmacies have private consulting areas.</p>	 <p>GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.</p>	 <p>Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions.</p> <p>They are usually led by nurses and an appointment is not necessary.</p>	 <p>A&E or 999 are best used in an emergency for serious or life-threatening situations.</p>
<p>NHS 111 If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call NHS 111.</p>		<p>NHS Choices You can also access health advice and guidance or find your nearest service online through NHS Choices.</p>		<p>24 hours a day 7 days a week</p> <p>Visit www.nhs.uk</p>

Produced by NHS Northern, Eastern and Western Devon Clinical Commissioning Group

Meningitis ACWY

Patients born between (DOB 01/09/1998 - 31/08/1999) are eligible for Men ACWY due to an increase in numbers of cases of a highly aggressive strain of MenW. This disease can cause meningitis (inflammation of the brain) and septicemia (blood poisoning) that can kill in hours and those who recover may be left severely disabled and young people starting university are particularly at risk of MenW.

If you have received a letter please contact reception to book an appointment with the nurse or if you do not wish to have the vaccination please return your declined slip back to reception as we need to record on your medical records if you do not wish to have this vaccine.