

# Armada Family Practice

WHITCHURCH HEALTH CENTRE

## Christmas Opening Times

We are **closed** for Christmas on Tuesday 25th and Wednesday 26th December and also New Years Day Tuesday 1st January 2019. Please order your prescriptions in good time for the Christmas holidays. Remember we need 72 working hours to ensure your prescription is ready for collection.



To support A&E at this busy time, for the 2 weeks from Monday 24<sup>th</sup> December (excluding the days we are closed), we will be offering same day GP appointments only. These appointments are for new illnesses or chronic illnesses which have got worse over the bank holiday. However, if you are suffering from chest pain or any other life threatening symptoms you should phone 111 or 999 immediately. In the first instance for colds, coughs and upset stomachs please visit your local pharmacy or the NHS Choices website.

## Contact details

Please can you inform us if your contact details change. From time to time we may have to speak to you urgently and this can be very difficult if we don't have an up to date telephone number, either a land line or mobile number, or both, is very helpful.

If you move home you must inform us of your new address, patients who move/ live outside our catchment area will be asked to register with a new GP that's closer to their new address.

It is important we have the correct mobile number as we now send SMS messages for the following; Appointment confirmations & reminders, Clinic cancellations, Routine care reminders, Surveys and administrative messages. You can also cancel your appointments via text message!



## Cough and Cold Advice During Winter

There is no cure for the common cold and antibiotics have no effect on viruses, but you can treat the symptoms with some practical self-help measures and over the counter medicines. Your local Pharmacist has been trained to advise you on what is best for you. Wash hands regularly with soap and water and keep surfaces clean.



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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



## Useful Telephone Numbers

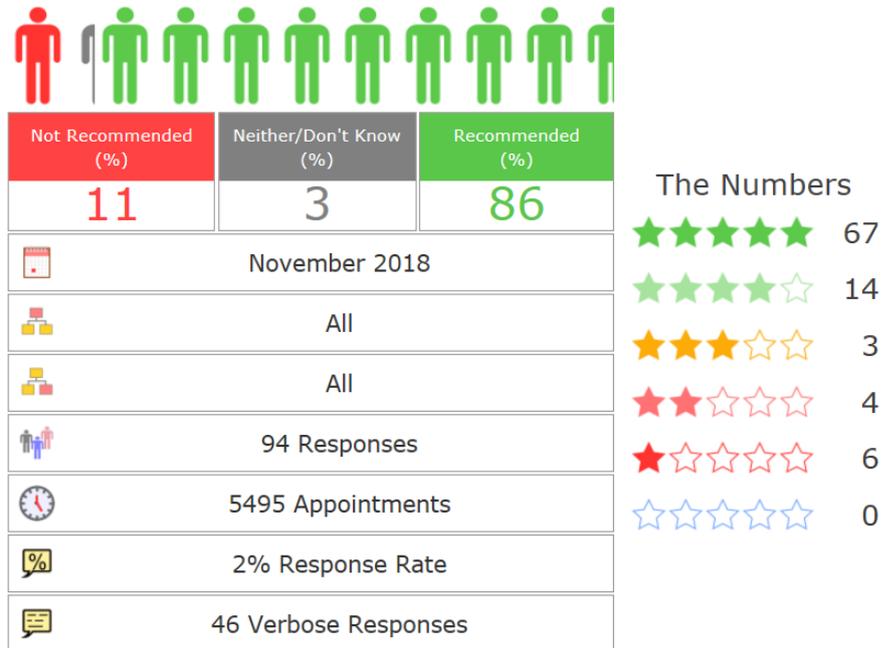
|                        |               |
|------------------------|---------------|
| NHS 111 (out of hours) | 111           |
| District Nurse         | 0117 3773356  |
| Health Visitors        | 01275 547031  |
| BRI                    | 0117 923 0000 |
| Southmead Hospital     | 0117 950 5050 |
| 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 November we had 143 GP/Clinical appointments & 152 treatment room appointments that patients did not attend!

This totals a shocking 295 appointments wasted during November.

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.

Please see below our Friends & Family patient recommendations for November 2018:

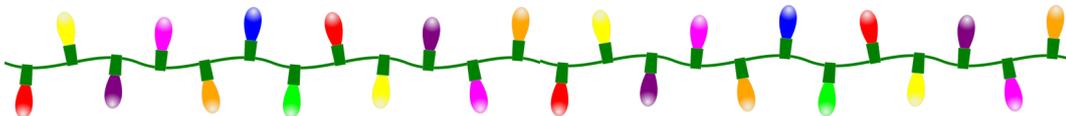


### **Christmas Safety**

Christmas is a special time for celebration and should not end in tragedy because of the extra hazards that are present at this time of year.

### **Fairy Lights**

- Check the fuses are the right type (see the box for the maximum size of fuse you should use)
- If bulbs blow, replace them
- Don't leave fairy lights on when you go out or when you go to sleep
- Don't let the bulbs touch anything that can burn easily, like paper
- Don't overload sockets.



### **Decorations**

- Decorations made of light tissue paper or cardboard burn easily
- Don't attach them to lights or heaters
- Don't put them immediately above or around the fireplace
- Keep them away from candles

**Wishing you a very Merry Christmas and a Happy and Healthy New Year from all the team at Armada Family Practice**

