



Self-Care Without Needing To See Your GP

So before you make an appointment to see your GP think “could I treat myself or visit my local pharmacy?”

Many medicines for minor ailments can be brought at low cost over the counter or even free of charge for those who normally qualify for free prescriptions at your local pharmacy. Most pharmacies are open late nights, weekends and no appointment is needed.

Your local pharmacy can deal with the following minor ailments;

- ◆ Coughs, colds and sore throats
- ◆ Hayfever and allergies
- ◆ Eye infections
- ◆ Constipation and diarrhoea
- ◆ Acne and eczema
- ◆ Minor aches and pains
- ◆ Thrush
- ◆ Threadworms
- ◆ Nappy Rash
- ◆ Mouth Ulcers
- ◆ Haemorrhoids

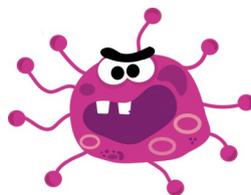
Please see your local pharmacists for more information.

Protect yourself and your family from flu!

Flu can be an extremely unpleasant illness and can be very serious for people in at risk groups. If you are eligible and have not yet booked your flu vaccination, we urge you to book an appointment as soon as possible.

Eligible patients are;

- ◆ Anyone aged 65 and over
- ◆ Pregnant women
- ◆ Children and adults with an underlying health condition (asthma, COPD, heart conditions, diabetes)
- ◆ Children aged 2,3 and 4



If you are unsure whether you or your children are eligible for the flu vaccination please contact reception.

We have already given 2930 flu vaccinations!!

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Surgery Opening Times

8:30 TO 6:30PM

MONDAY TO FRIDAY

NOTICE OF CLOSURE

SATURDAY 24TH DECEMBER

SUNDAY 25TH DECEMBER

MONDAY 26TH DECEMBER

TUESDAY 27TH DECEMBER

SATURDAY 31ST DECEMBER

SUNDAY 1ST JANUARY

MONDAY 2ND JANUARY

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
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 341 appointments that patients did not attend!

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.

Appointment System

We offer same day open surgery appointments between 8:30am-11am. To arrange a same day appointment with a clinician you will need to attend the health centre to book. You will NOT be able to book a same day appointment over the telephone. In exceptional circumstances, if demand is unusually high, we may need to close the clinic early for the safety of our patients and our clinicians. Please be aware we cannot specify which member of staff you will be seen by. Our on call team consist of GP's, Advanced Nurse Practitioners and Emergency Care Practitioners.

As well as same day appointments we also release 48hr bookable appointments at 8:30am daily. A percentage of these appointments are also available to book online.

Medication Reviews

We have employed 2 Practice Pharmacists to support the GP's by undertaking telephone or face to face medication reviews. If you need a medication review please speak to the reception team.

Home visits

If you or a family member are unwell and require a home visit, please make sure you book before 11:30am.

Online Services

Have you signed up to use our online services yet?

It's a simple and easy way to:

- Order repeat prescriptions
- Book appointments
- Cancel booked appointments

To use these services you will need to bring some photo ID into reception and we will issue you with a unique username and password.

Please be advised you cannot book treatment room appointments or same day appointments using our online services.

For more information, or to ask any questions please speak to a member of our reception team.



Prescriptions

Sign up for electronic prescription (EPS)-Electronic prescriptions are a much more efficient way of handling repeat medication requests than the current paper prescription. All you need to do is choose which Pharmacy you would like us to send your prescription to. This is a SECURE electronic transfer of prescriptions so no more lost scripts.

Order your scripts on- line—Order your repeat medications at any time. Speak to one of our receptionist and they will provide you with login details and instruction. Once you are registered why not download the EMIS Access App for your smartphone/tablet and order while on the move.

Order before you run out - We require 2 working days to process your request so please order your medication before you are about to run out. Urgent requests should be brought to reception before 1pm and should be for medication needed in the next 24 hours and are not easily available from your Pharmacy, for example a request for an emollient would not be classified as urgent, but heart medications would. If the GP does not feel that the request is appropriate then they will not issue a prescription. Any urgent prescription will be ready to collect from the surgery at 6pm.

Only order what you need - Ordering unnecessary medication not only takes up valuable time but also generates a lot of waste. It is estimated that Bristol CCG spend around £5.7 million per year on medications that are wasted