

Armada Family Practice

WHITCHURCH HEALTH CENTRE

Issue 3
February 2017

Retirement of Dr Geraldine Badger

It is with great sadness that the surgery announces the retirement of Dr Geraldine Badger. Dr Badger's last working day will be Thursday 13th April, 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. The Practice would like to wish Dr Badger every happiness on her retirement.

Any patients registered with Dr Badger will be transferred to our new partner Dr Chris Scott. Although you will be registered with Dr Chris Scott, you are able to see any GP you wish, but legally you have to be registered under a usual GP.



Welcome to Dr Chris Scott, Dr Charlotte Foley and Dr Nita Maha.

With the retirement of Dr Badger, the surgery has employed Dr Chris Scott as a GP partner who will be doing 7 sessions a week. We are also pleased to announce the return of Dr Nita Maha who will be joining us in April and will be doing 5 sessions a week along with the arrival of Dr Charlotte Foley who will also be joining the practice in April doing 7 sessions a week.

Did you know..?

We have a zero tolerance policy to abuse—We are working in difficult and challenging times, and we aim to treat our patient's courteously and with respect at all times. Patients who are verbally or physically abusive to any member of our team will be removed



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
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 January we had 263 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.

Prescription protocol

The practice asks that patients follow our repeat prescription protocol, which is 48 hours notice to collect from the health Centre and 72 working hours to collect from your nominated pharmacy. We need this time to check all your medication details, and for the prescription to be checked and authorized by your GP. Your medical records are then updated and the prescription is given back to reception for collection or sent electronically to your nominated pharmacy.

Unfortunately there are a minority of patients who are reluctant to accept this policy and therefore not allowing sufficient time for our repeat prescription process. This can lead to additional delays for that patient but more importantly for those patients who have ordered their prescription in good time.

Only in emergency circumstances will exceptions be made at the discretion of the doctors. We do not

Requests Submitted on....	Collection from the Health Centre after 2pm	Collection from the Pharmacy after 2pm
Monday	Wednesday	Thursday
Tuesday	Thursday	Friday
Wednesday	Friday	Saturday or the following Monday
Thursday	Monday	Tuesday
Friday	Tuesday	Wednesday

Q. Why do the GP's run late when everyone has been given appointment times?

- A. Nobody likes to be kept waiting... we hope to see everyone on time, in the slot they reserved, but there are numerous reasons why this might not happen.
- Running behind and attempting to stay on time are two of the most stressful and difficult problems a GP faces every day.
 - The reasons for being seen late can be grouped into a few important categories. We hope everyone understands when an elderly patient, or less able-bodied patient, or a patient with a significant diagnosis such as cancer takes a little longer than their allocated time.
 - However, the single most significant reason for delays for subsequent patients is people who bring more problems to an appointment that can feasibly be seen in the length of time they have booked. One ten minute appointment is for one problem only. Please do not be offended if you are asked to leave as your time has expired but you still have several other things to discuss.