

Armada Family Practice

WHITCHURCH HEALTH CENTRE

Issue 8
July 2017

Patient Survey Results

We met with the Patient Participation Group (PPG) on Monday 3rd July where we discussed the results of our recent patient survey.

Out of 2,466 surveys sent out by email and 200 paper copies given out we received a disappointing 104 reply's.

It was therefore agreed that this wasn't enough feedback to influence policy change and the practice appointment system should remain unchanged.

If you would like to see the results of the survey please visit our website at <http://www.armadapractice.co.uk> or visit our Facebook page, alternatively ask for a copy at Reception.

Are you a carer or someone who is cared for?

A carer is anyone who cares, unpaid, for a neighbour, friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support.

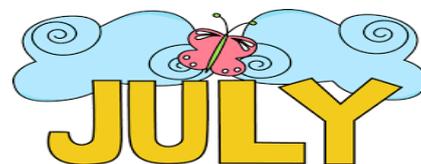
Carers play a big part in the health and wellbeing of those who they care for but often prioritise this above their own health. If you are a carer, we would like to know as there are a number of potential benefits that you may not be aware of. You will be eligible for a free influenza vaccine, and we can also signpost you to appropriate community support groups who provide advice and guidance. It is also helpful to have the correct record sharing consents on file if you wish to be involved in discussions about the health of your cared for person. We also offer a carers clinic here at Whitchurch Health Centre and these appointments are available to book through our receptionist. These appointments are limited.

Visit our reception desk to collect a carers pack.

Whooping cough vaccination update

Following last month's newsletter, we have received new guidelines informing us that we are now able to give the whooping cough vaccination to pregnant ladies from 16 weeks of pregnancy onwards instead of 20 weeks.

Please could you phone the surgery/ contact your GP practice and ask for Jo Cox to arrange your free vaccination on 01275 547029 .



Surgery Opening Times

8:30AM 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 June we had 93 GP appointments & 103 treatment room appointments that patients did not attend!

This totals a shocking 196 wasted appointments during June.

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.

Patient confidentiality

If you wish for someone other than yourself to discuss your medical records/call up on your behalf for test results or personal clinical information, we will need a written consent letter from yourself to enable us to do so. We are unable to discuss any medical information with anyone but you even if you are married. If your child is 16+ they are classed as an adult and will need to either call themselves or return a consent form to us.

Consent forms are available at the reception desk.

Please be aware that anyone can ring on your behalf to book your appointments as long as they know your full name, date of birth and address.

Social media/ complaints procedure

We are finding an increasing number of complaints about the staff and service at the Armada Practice posted on social media that we are unable to respond to. Please remember the staff are only enforcing the Practice policy and the policy was written in full consultation with the Armada Partners and the Patient Participation Group.

We are not being rude or purposefully trying to obstruct you, we are just doing our job! We welcome suggestions on how we can improve our service within the everyday constraints and challenges we face, but name calling and personal attacks are very demoralising for everyone working at the Practice and will not help us to help you. If you feel you do have a valid complaint please follow our Complaints procedure and be assured that we will investigate it in a professional and fair manner.

Please be assured of our best intentions at all times and your patience and understanding is much appreciated.

Medication Reviews

We have 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 to arrange an appointment with our pharmacists, you do not always need to see a GP for a medication review.

