

# Armada Family Practice

## WHITCHURCH HEALTH CENTRE

Issue 4  
March 2017

### Dr Badger's goodbye coffee morning

As some of you may already know, Dr Badger will be retiring from the practice in April 2017. 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 at the Health Centre.



### PPG (patient participation group)

Our next PPG meeting will be held here at the health centre on Monday 27th March 2017 at 6pm. If you have any suggestions on how we can improve our service, within our financial and staffing constraints, please join our Patient Participation Group (PPG) or send us your ideas and we will be happy to discuss them at our PPG meetings. If you would like to become a member of the PPG, please collect a form from reception and help shape our services.

### Did you know..?

Here at Whitchurch Health Centre we run a monthly memory café for our patients who suffer with dementia. To help raise funds to continue this service we have joined the green token scheme in Asda Whitchurch. We would be extremely grateful if when you shop in Asda and receive a green token, you would be so kind to put it in our Armada Memory café box.



### 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
SBCB	0117 342 9692
Midwives	0117 342 9841

**During February we had 277 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.

**How to complain in an acceptable and constructive manner.**

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.

Please be assured that we are constantly working as a team, with our Patient Participation Group and with our Primary Care colleagues to develop a service that will meet the needs of our patients. We know we will not be able to meet everyone's individual needs but we are meeting the needs of the majority. As you know the Health Service is under immense pressure, demand is high but there is no more funding available and we have a Country wide shortage of doctors and clinicians.

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 is 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.

If you are unhappy with our service and feel you can offer a positive suggestion on how we can improve it please do not hesitate to put your idea in our suggestion box with your name and contact details, or ask for an application form to join our Patient Participation Group. Help us to shape your local health care service.

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

**Why does the receptionist sometimes need to ask what's wrong with me?**

It is not a case of the receptionists being nosy. Our receptionists are valued members of the practice team and the doctors here, as with many other practices, have requested that they should ask patients in certain circumstances 'why they need to be seen'.

Receptionist are asked to collect brief information from patients in order to:

- Help the doctor prioritise urgent phone calls
- Direct patients to see the appropriate health care professional which may not be a doctor

Reception staff, like all members of the team, are bound by confidentiality rules.

- Any information given by you is treated with the strictest confidence
- You can ask to speak to a receptionist in private away from the reception desk if you are in the waiting room.

If however you feel your issue is very private and you do not wish to say what it is, then we will respect your wishes.