

# Armada Family Practice Newsletter

## Bristol patients amongst first to trial increased use of Pharmacy advice

A new NHS service for patients with minor illnesses was launched in Bristol last month. (1st July 2019)

Armada Family Practice patients with a minor illness will be offered a same-day consultation with a community pharmacist at their local pharmacy, ensuring patients are seen close to home in turn creating capacity for GPs to offer appointments to other patients with more complex/chronic health conditions.



Using the consultation room on site, the community pharmacist will carry out a clinical assessment, give advice and recommend appropriate treatment using over the counter medicines to effectively and safely manage the minor health concern.

The consultation is then shared electronically with the patient's GP to ensure all their health information is safely stored.

## Our Appointment System

### Same Day Appointments:

Patients with a new/urgent medical problem can be seen by a doctor or nurse practitioner on the day. To arrange this appointment please come to the surgery between 8:30-11am. In exceptional circumstances, if demand is high, we may need to close the clinic early for the safety of our patients and our clinicians. If this happens you can either come back the next day, ring 111 or visit the Urgent Care Centre at South Bristol Community Hospital.



### Telephone "Advice Line" - Available 2pm—5:30pm daily:

Our Doctors and Nurse Practitioners also provide a telephone advice line, so if you are looking for advice only, please call the surgery and leave your details and a brief summary of your problem. A clinician will return your call within 24 working hours. Please provide a telephone number where we can reach you between 8am—6pm.

### Patient Navigation:

This is a National initiative, the aim of which is to ensure you receive the most appropriate medical care, from the most appropriate clinician at the right time. Our receptionists have been trained in Navigation and will ask you a series of questions to ensure they direct you to the right service/clinician first time. Our receptionist team are members of the practice team and bound by the confidentiality rules and any information given to them is treated in the strictest confidence. Please help us to help you.

### Pre-bookable Appointments for pre-existing/on-going health problems:

Each day at 8:30am and 14:00 we release 48hr and 2 week pre-bookable appointments, a percentage of these appointments are also available to book online.

### Home Visits

To request a home visit please call the surgery as early as possible. Home visits are at the discretion of the doctors, so please give the receptionist as much detail as possible when making the request and ensure you leave a contact number.

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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	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 July we had 121 GP appointments & 96 treatment room appointments that patients did not attend or cancel.

This totals a shocking 217 wasted appointments during July and a cost to the practice of **£5197.50**

### **Patient Participation Group**

We are looking for members of the community to join our Patient Participation Group (PPG) we are also looking for a chairman. If you would like to help shape the future of Community Health Care and support your local GP Practice we would love to hear from you. If you would like more information please download a form from our website <http://www.armadapractice.co.uk/> or pop into the surgery and ask for a form, once your application has been received someone from the surgery will contact you to answer any questions you might have.

### **Urine Samples**

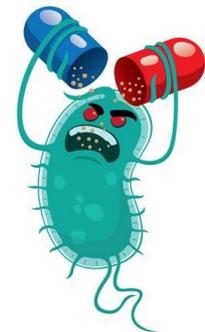
Please ensure all urine samples are brought in the correct sample bottle, we cannot accept any samples which have been transferred from another container as it will be contaminated and we will not get a true result of the test. The receptionist will ask you to fill in a short form with brief information on the problem and who it has been requested by.



### **Antibiotics Fight Bacteria, Not Viruses**

Antibiotics are meant to be used against bacterial infections. For example, they are used to treat strep throat, which is caused by streptococcal bacteria, and skin infections caused by staphylococcal bacteria.

Although antibiotics kill bacteria, they are not effective against viruses. Therefore, they will not be effective against viral infections such as colds, most coughs, many types of sore throat, and influenza (flu).



Using antibiotics against viral infections

- will not cure the infection
  - will not keep other individuals from catching the virus
  - will not help a person feel better
  - may cause unnecessary, harmful side effects
- may contribute to the development of antibiotic-resistant bacteria

### **Follow Directions for Proper Use**

When you are prescribed an antibiotic to treat a bacterial infection, it's important to take the medication exactly as directed. Here are more tips to promote proper use of antibiotics.

- **Complete the full course of the drug.** It's important to take all of the medication, even if you are feeling better. If treatment stops too soon, the drug may not kill all the bacteria. You may become sick again, and the remaining bacteria may become resistant to the antibiotic that you've taken.
- **Do not skip doses.** Antibiotics are most effective when they are taken regularly.
- **Do not save antibiotics.** You might think that you can save an antibiotic for the next time you get sick, but an antibiotic is meant for your particular infection at the time. Never take leftover medicine. Taking the wrong medicine can delay getting the appropriate treatment and may allow your condition to worsen.
- **Do not take antibiotics prescribed for someone else.** These may not be appropriate for your illness, may delay correct treatment, and may allow your condition to worsen.
- **Talk with your health care professional.** Ask questions, especially if you are uncertain about when an antibiotic is appropriate or how to take it.