

Armada Family Practice Newsletter

Treatment room appointment

Please be aware we are now booking up to 2-3 weeks in advance for routine appointments such as Cervical screening, bloods, ECGs immunisations. A reminder to patients to please call us if you are unable to make your appointment as failure to attend wastes our GPs/Nurses time and our PPE.

Appointments

Please arrive for your appointment on time and not earlier. We have had some well meaning patients arriving for their appointments more than 10 minutes early which has meant they have to wait outside for unnecessary long periods. Please understand that our clinical team need time to get into PPE before seeing you.

CPCS (Community Pharmacist Consultation Service)

We are working with the local community pharmacies to deliver a community Consultation Service, it is intended to ensure you receive a quick and appropriate consultation with the appropriate clinician. The pharmacists are trained and experienced to deliver advice and medication in a number of areas, including;

- Acne, Spots and Pimples
- Allergic Reaction
- Ankle or Foot Pain or Swelling
- Athlete's Foot
- Athlete's Foot Bites or Stings, Insect or Spider
- Blisters
- Constipation
- Cough
- Diarrhoea
- Ear Discharge or Ear Wax
- Earache
- Eye, Red or Irritable
- Eye, Sticky or Watery
- Eyelid Problems
- Hair loss
- Headache
- Hearing Problems or Blocked Ear
- Hip, Thigh or Buttock Pain or Swelling Itch
- Knee or Lower Leg Pain
- Lower Back Pain
- Lower Limb Pain or Swelling
- Mouth Ulcers
- Nasal Congestion
- Rectal Pain
- Scabies
- Shoulder Pain
- Skin, Rash
- Sleep Difficulties
- Sore Throat
- Tiredness
- Toe Pain or Swelling
- Vaginal Discharge
- Vaginal Itch or Soreness
- Vomiting
- Wound Problems - management of dressings
- Wrist, Hand or Finger Pain or Swelling

If the pharmacist is unable to help they will direct you to your GP Surgery/ other healthcare provider.

Recruitment

We are pleased to welcome new recruits, Advanced Nurse Practitioners; Amanda Henriques, Hannah Blaber and Leigh Collins. Salaried GP's Dr Sam Gillett and Dr Sarah Harman and joining us soon:

Salaried GP's Dr Sarah Taylor and Dr Victoria Brown



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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

Face mask exemptions

If you have been exempt from wearing a mask you can now visit the gov.uk website and download or print off your own exemption form if you are exempt from wearing one. For more information on exemption cards:

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own>

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.



Extra help/support

There are several local support agencies that might be useful for you or a neighbour who needs extra support during coronavirus. Here are their contact details.

- **We Are Bristol** – phone line for everyday task such as shopping, mediation, foodbank and meal delivery. Monday – Friday 8.30am -5pm - 0800 064 0184
- **NHS volunteer** - for help with tasks such as collecting shopping and prescribed medicines or driving patients to medical appointments. 8am-8pm 0808 196 3382.
- **Bristol acorn** – this would be a good choice for any of our patients in the Knowle area. https://docs.google.com/forms/d/e/1FAIpQLSf_1tEYKhzzdLPR6AjAaoWal8fgMin9IIAnIRtRWSrp5izLYg/viewform
- **Brislington together** – support with shopping, meds collection, and befriending phone calls for anyone in the Brislington area: <https://docs.google.com/forms/d/e/1FAIpQLSeivX-RU7fO18-m-JLEg0yX-KO3WcuQztUw-KekH2aYtR2d7A/viewform>
- **Stockwood community response team**, support with shopping, meds collection, befriending phone calls for anyone in the Stockwood area. Ways we can help: Phone (9AM - 5PM, Mon-Fri): 07768 168575 Email: greaterstockwoodalliance@gmail.com

Useful links for support during Coronavirus:

- National Domestic Violence Helpline: 0808 2000 247 <https://www.nationaldahelpline.org.uk/>
- NSPCC helpline: 0808 800 5000 If you're worried about a child, even if you're unsure, contact NSPCC professional counsellors for help, advice and support.
- Childline 0800 1111: Offers free, confidential advice and support for any child 18 years or under, whatever the worry.
- MIND: Mental Health Support with specific advice on 'Coronavirus and your wellbeing'. www.mind.org.uk
- YoungMinds: Supporting children and young people and their parents/carers with their mental health and wellbeing. Specific advice on managing self-isolation and anxiety about coronavirus. <https://youngminds.org.uk>
- Icon Babies cry: You can cope. <http://iconcope.org/>
- SafeLives: Specific resources for domestic abuse and COVID. <http://safelives.org.uk/news-views/domesticabuse-and-covid-19>
- IRISi interventions: irisi.org/iris/find-your-local-iris-site/
- <https://www.nhs.uk/conditions/stress-anxiety-depression/free-therapy-or-counselling/>