

# Armada Family Practice Newsletter

*Happy New Year!*

Issue 37  
January 2020



Over the Christmas period to support A&E, we were offering Same Day appointments only. This was a great success as we were able to offer between 70 - 100 appointments each day to ensure we were able to help our patients before they required an A+E visit over such a busy period of the year.

## Ordering medication

Polite reminder when ordering your medication please allow 72 hours for your prescription to be processed. This is the time taken from dropping off your prescription at the surgery and collecting at the surgery. If you have nominated a pharmacy where you collect from you will need to allow extra time.

Received in the surgery before 12pm	Ready to collect in the surgery after 1pm	Ready to collect from your pharmacy*
Monday	Thursday	Friday
Tuesday	Friday	Following Monday
Wednesday	Following Monday	Following Tuesday
Thursday	Following Tuesday	Following Wednesday
Friday	Following Wednesday	Following Thursday

## A big thank you from Marie Curie

We would like to say thank you on behalf of Marie Curie to everyone that took part at Whitchurch Health Centre and showed a willingness to support the charity in a variety of ways, they gained new supporters and people wishing to take part in a range of events. Marie Curie were able to raise an amazing £833.28 which translates into 42 hours of nursing care.



## 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 December we had 91 GP appointments & 106 treatment room appointments that patients did not attend or cancel.

This totals a shocking **197** wasted appointments during December and a cost to the practice of **£4243.50**

## Flu Clinics

**Just a reminder that we still have Flu Vaccination appointments available. Please call or come to reception to book**



## Staff Changes

It is with great sadness to announce that both Dr Puntis and Dr Burrows will be leaving the practice from mid-January. They have both been outstanding members of staff and will be missed by colleagues and patients.



## Recruitment

We are currently looking for a Practice Administrator and Receptionist to join our very busy GP practice.

If you would like to know more about the job please contact Jade Harris or Georgina Bryant on 01275 832285 or to apply, submit an application form along with your CV to the Armada Family Practice. Application forms can be found on our reception desk or on our practice website [www.armadapractice.co.uk](http://www.armadapractice.co.uk)

The closing date for Practice Administrator is Friday 7th February 2020

The closing date for Receptionist is Friday 31st January 2020

**WE'RE  
HIRING**