

Armada Family Practice Newsletter

Care Navigation

We have a large specialised clinical team and as part of our service we navigate patients to the most appropriate medical care from the most appropriate health professional at the most appropriate time. This ensure our GP's are available to see patients with long term and complex health problems.

We release same day appointments/2 day and 2 week appointments daily, which can be booked via the telephone , face to face or on line. Remember you can also order your medication on line .

Same day appointments are for new urgent conditions or for the worsening of an existing condition. If you have an emergency such as chest pain, please ring 999 , do not come to the surgery. A delay in treatment could result in serious future health issues.

Once our same day appointments are gone we offer an afternoon "Emergency Advice Line" contactable via telephone from 2pm-4:30pm Monday—Friday. The Emergency advice line is for patients needing advice for health problems such as;

Acute illness/respiratory/babies, the worsening of an existing problem, palliative care or serious mental health problems.

Not for;

Ongoing problems/test results/medication issues/ treatment plans or for enquires about hospital

appointments etc., These can all be dealt with by phoning the practice outside of busy times when the reception team will help you with your query.

Don't forget our website and the local pharmacists will help you with self care and over the counter medication.

Please work with us to deliver excellent sustainable health care to our community.

We also offer pre-booked Saturdays appointments. Please do **NOT** come to the Health Centre with Emergencies or any medication queries as they can not be dealt with on a Saturday. If you are acutely unwell or are suffering from sudden on-set chest pains PLEASE DO NOT COME TO THE HEALTH CENTRE - RING 999 FOR AN AMBULANCE



**CALL
999**

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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 February we had 96 GP appointments & 73 treatment room appointments that patients did not attend or cancel.

This totals a shocking 169 wasted appointments during February and a cost to the practice of £4,092.30

St Peter's Hospice

A big thank you from St Peter's hospice for the donation they received from us of £450 in February. We have raised this amount by having a dress down day at the end of every month.



We have a new Musculoskeletal/orthopaedic service

Our First contact practitioner service offers specialist Musculoskeletal assessments for a variety of problems. This commonly includes:

- Low back pain
- Arthritis
- Shoulder pain
- Knee pain
- Hip pain
- Tennis elbow
- Sciatica
- Hand pain
- Planter Fasciitis and foot pain



We have a particular interest in injection therapy (steroids and anaesthetics). This treatment has proven popular with our patients. They are now able to access quick timely injections, which have helped improve their quality of life significantly.

As part of the service we can also provide patients with simple exercises and advise. This can be very helpful in the early stages of their recovery. Discussing and prescribing certain medications is also available within the service.

Our service is very easy to access. Simply call Armada Family Practice on 01275 832285 and ask to book a telephone consultation with a First Contact Practitioner and we will be happy to help.

Wuhan novel coronavirus - Please do not come to the surgery or go to the hospital

Wuhan novel coronavirus (WN-CoV) is a new respiratory illness that has not previously been seen in humans. If you have travelled to an infected area such as Wuhan City, Northern Italy, South Korea, Hubei province, Vietnam, Cambodia, Laos, Myanmar in the last 2 weeks or been in contact with anyone that has travelled and you feel unwell, call NHS 111 for advice and stay indoors.

For more information please visit this website <https://www.nhs.uk/conditions/wuhan-novel-coronavirus/>