

# Armada Family Practice Newsletter

## May Bank Holidays

Please be aware that the surgery will be closed:

**Monday 6th May and Monday 27th May 2019.**



Issue 30  
May 2019



## “Bless you” Hayfever season is here!

Hayfever, also known as seasonal allergic rhinitis, is a very common condition that affects two in every 10 people in the UK.

It is caused by an allergy to airborne substances such as grass or hay pollen, which affects the upper respiratory (nose, sinus, throat and eyes).

Hayfever usually occurs during the spring and summers months. Exactly when you get it depends on which pollens you are allergic to. From May to July, grass and flowers are in pollen, making these the most common cause of hayfever at this time. During Spring, from March to May, pollens from trees are the most common cause of hayfever.

Hayfever symptoms can be similar to a cold, and include a runny nose, watery eyes and repeated sneezing attacks.

You are more likely to get hayfever if there is a history of allergies in your family, particularly asthma or eczema.

If you feel your hayfever is not well controlled or you have symptoms but are not on any medication please go to your local pharmacy as they have lots of different medication that can help with this.

**Did you know we can offer evening and weekend appointments? If we do not have a suitable appointment for you, we are also able to offer you an appointment within another practice at a more convenient date and time.**



## 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 April we had **95** GP appointments & **93** treatment room appointments that patients did not attend or cancel.

This totals a shocking **wasted appointments** during April and a cost to the practice of **£4255.20**

**From Monday 1st April 2019:**

**When will my prescription be ready?**

We require 72 hours (3 working days) to have your prescription ready.

The 'working days' are when the surgery is open (Monday – Friday).



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

**Contact Details**

Please can you inform us if your contact details change. From time to time we may have to speak to you urgently and this can be very difficult if we don't have an up to date telephone number, either a land line or mobile number, or both, is very helpful.

If you move home you **MUST** inform us of your new address, patients who move/ live outside our catchment area will be asked to register with a new GP that's closer to their new address.



If you have a mobile number please inform reception, we are now sending more communication via SMS messages. This is a more efficient way of communicating and also saves on lots of paper and envelopes which will help us become a paperless surgery and supports the environment.



**Patient Notice**

Whitchurch Health Centre is **NOT** a Walk-In/Emergency Centre

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**

We do not have the facilities to treat severe/acute conditions and any delay in obtaining hospital treatment could impact on your recovery.