

# Armada Family Practice Newsletter

## SUPPORT YOUR GP PRACTICE AND BOOK YOUR FLU JAB WITH US

We still have Flu immunisation appointments available. We also have 2 & 3 year old nasal flu clinics. Please see reception or call us for more information on appointments.

It is recommended that you have a flu vaccination if you are:

- Pregnant
- Carers
- 2 and 3 year old children
- All patients aged 65 years and over by 31st March 2020
- Asthma patients - taking medication within the last 12 months
- Chronic Obstructive Pulmonary Disease, Chronic Heart Disease patients
- Chronic Renal Disease patients, Chronic Liver Disease patients
- Diabetic patients, History of Stoke/TIA
- Patients suffering from immunosuppression
- Patients with a BMI of 40 or above



### New Members of Staff

We have 2 new members of staff within the practice. Daniel Taylor is our new Practice Physio, he will be working Mondays and Fridays providing initial assessments and triaging any musculoskeletal problems. Katharine Fry has been employed to work with our Practice Nurse for Community Care, Helen Bradshaw. Between them they will be supporting and caring for the elderly patients and our patients who have dementia/memory problems.

### Memory Café at The Armada Family Practice

We run a memory café every month for people registered at the practice with memory problems (who have a diagnosis of dementia) and their carers/family members. The aim of the café is to provide a relaxed and safe space to discuss any issues around memory loss and to support both patients and carers.

The café offers an informal social gathering with the opportunity to meet others over a hot drink and cake. We aim to have a guest speaker or activities which can include reminiscing through music, singing, quizzes and raffles etc.

The café is held on the second Wednesday of each month 10:00am—12:00pm.



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# November

### 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 October we had 138 GP appointments & 155 treatment room appointments that patients did not attend or cancel. This totals a shocking 293 wasted appointments during October and a cost to the practice of £6378.30

### **Pneumococcal Vaccination**

The pneumococcal vaccination protects against serious and potentially fatal pneumococcal infections. Pneumococcal infections are caused by pneumoniae and can lead to pneumonia, septicaemia (a kind of blood poisoning) and meningitis.

Who should have the pneumococcal vaccine?

A pneumococcal infection can affect anyone. But some people are at higher risk of serious illness, so it's recommended they're given the vaccination on the NHS. These include:

- Babies
- Adults aged 65 or over
- Children or adults with certain long-term health conditions, such as a serious heart or kidney condition.

Babies receive 3 doses of the vaccine at 8 weeks, 16 weeks and 1 year. People aged 65 and over only need a single pneumococcal vaccination. This vaccine is not given annually like the flu jab it can be given all year round. People with a long-term health condition may need just a single one off vaccination or vaccination every 5 years, depending on their underlying health problem.

There is currently a national shortage on the Pneumococcal vaccine (baby/child immunisations not affected by this) but we are receiving an update on this every few days so please contact reception if you require the vaccination and they will be able to update you on the status of this.

### **Shingles Vaccination**

Shingles is a common, painful skin disease. The vaccine to prevent shingles is available on the NHS to people in their 70s. The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it any time of the year. The shingles vaccine is expected to reduce your risk of getting shingles. If you do go on to have the disease, your symptoms may be milder and the illness shorter.

You are eligible for the shingles vaccine if you are aged 70 or 78 years old. In addition, anyone who was previously eligible (born on or after 2 September 1942) but missed out on their shingles vaccination remains eligible until their 80th birthday.

Please contact reception to book an appointment or for more information.

### **Polite Reminder—Urine Samples**

We have changed the way we manage patients who have symptoms of a urinary tract infection (water infection).

This is due to a recent change in local guidance and we will be following best practice.

We will no longer be accepting urine sample at reception if you think you have a urine infection. Our receptionists have been instructed not to accept any samples in this situation.

If you are well but have symptoms of a possible urinary tract infection, we will ask you to call the surgery between 2pm and 5:30pm, to be called back by a clinician via our advice line. The clinician will then decide, based on your symptoms any next steps.

If you are feeling unwell with possible symptoms of a urinary tract infection, we ask that you make an appointment to see a clinician in the same day surgery. If this is not possible, again you will be asked to call between 2pm and 5:30pm, to be placed on our advice line for a call back by a clinician.



### **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.

