

# Armada Family Practice Newsletter

Dear Patient,

We would just like to reassure you that the practice will continue to provide a service during this 2nd lock down. We will continue to triage all calls and our clinicians will arrange face to face appointments with you as appropriate. To keep us all safe and the practice open please only come to the practice if you have been invited to do so or you are collecting a prescription/specimen pot etc.,

To help manage the increased number of telephone calls we are receiving and making every day we have purchased additional telephone lines and employed more receptionists and clinicians. However, there are still times when you might have to wait for your call to be answered or call back, if this happens please remember that everyone in the practice is working really hard and have been doing so throughout the pandemic and will continue to do so through out the winter.

We would also like to thank you for the lovely thank you cards and messages we have received, your messages of support always give the team a real boost.

Keep safe and well,

Armada Family Practice Partners

Dr Katherine Jones, Dr Indra da Costa & Julie Welch

## Flu Appointments still available

We have a Saturday Flu clinic running the 14th November for both over and under 65s. If you are under 65 and you are eligible, for ex-ample if you are pregnant or have any long term health conditions please call 01275 832285 and book your flu vaccination

## Under 65 Flu Vaccination

Whilst we have received information that all 50-64 year olds may be eligible for a free flu vaccination as part of plans to protect more people against seasonal flu, this will be dependent on flu stock availability later in the year. This allows us (GP's and community pharmacists) to focus on those who are in an at risk groups, such as pregnant women and people with long term health conditions. They will be given priority and offered the vaccine first; if you are in this category you will be contacted.



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# November

A decorative border consisting of a row of colorful autumn leaves in shades of red, orange, yellow, and green.

## 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

## **COVID-19 online advice**

We are letting you know about a very useful website called Germ Defence which was created by a team of doctors and scientists to give you advice that has been proven to reduce the spread of viruses in the home. It can help you plan how to protect yourself and members of your family from infection by COVID-19 and 'flu. It's easy to use and only takes 10 minutes - just click on this link

[www.germdefence.org/index.html?src=L81031](http://www.germdefence.org/index.html?src=L81031)

(If this link does not open when you click on it, just copy and paste it into your web browser.)

Please pass details of the Germ Defence website to your friends and family. There's a button at the bottom of the Germ Defence website for sharing by social media.

If you'd like to know more:

- Over 20,000 people previously took part in research about Germ Defence
- People who followed the advice in Germ Defence had fewer and less severe illnesses - and so did the people they lived with
- Results of the study were published in The Lancet medical journal
- Germ Defence has been updated with COVID-19 advice to help prevent a wave of COVID-19 and 'flu this Autumn/Winter
- Information about how the Germ Defence website is being evaluated is available here.



## **Child immunisations**

During the pandemic the surgery has continued to provide the full immunisation programme to our child patients. Some parents are worried about bringing their child to the surgery at this time, but it is even more important to ensure that your child is immunised. The practice is making every effort to ensure that the surgery is Covid-safe. The nursing staff wear full personal protective equipment (PPE), and thoroughly clean the room after each patient has left. Patients must wear masks and the waiting area is organised to be socially distanced. Measles, mumps etc are potentially dangerous illnesses and no one wants their child to be hospitalised at any time, let alone now. If your child is due their immunisations, please book an appointment with the nurse to have this done.



## **Whitchurch Health Centre Email address**

Please can we ask that you don't send correspondence or appointment request, queries, cancellation of appointments, prescriptions request or questions for the doctors to our main Email address, as this is not monitored on a daily basis and your message may not be seen immediately. Please only use it if the GP has requested you do so.

## **Cervical screening**

We are able to offer routine cervical screening appointments. Things might look a bit different from normal when you visit, but we are keen to make sure that we keep women up to date with smear test. We don't want women to miss out on important screening test. If you're having any unexplained bleeding or other concerning symptoms, please don't wait to be invited for a routine smear.



## **DNA appointments**

If you are unable to make a pre-booked appointment please call to cancel it. Appointments are extremely valuable and can be given to someone else in need of one.

## **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](http://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>