

Armada Family Practice

WHITCHURCH HEALTH CENTRE

Telephone Problems

Please accept our apologies for any inconvenience you have been caused and thank you very much for your patience and understanding regarding the telephone problems we have been suffering since the end of July. BT have been experiencing significant problems with the cabling into the building which has severely affected our telephone system. Most of the problems have now been resolved but there are still a few ongoing issues. We will continue to update you on our face book page and website and we hope to have normal service back again soon.



Flu Clinics

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



SMS Text Messaging Service

Our practice will now be using a system which allows us to easily send text messages to patients. It means we can be much more proactive about some communications, messaging you quickly and securely.

Protect your Health in the cold

If you start to feel unwell, even if it's a cough or cold, don't wait until it gets more serious. Seek advice from your pharmacist. Follow these tips on keeping well in the cold:

- Find out if you can get the flu jab for free on the NHS
- Wear several layers of clothes rather than one chunky layer – clothes made from cotton, wool or fleecy fibres help to maintain body heat
- Use a hot water bottle or electric blanket to keep warm in bed – but don't use both at the same time
- Have at least one hot meal a day – eating regularly helps keep you warm; and make sure you have hot drinks regularly
- Try not to sit still for more than an hour or so indoors – get up and stretch your legs
- Stay active – even moderate exercise can help keep you warm
- Wrap a scarf loosely around your mouth when outdoors – add a hat and wear shoes with a good grip, too.
- If you have a heart or respiratory problem, stay indoors during very cold weather



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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	0117 3773356
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 September we had 110 GP appointments & 100 treatment room






Appointments that patients did not attend!


This totals a shocking 210 wasted appointments during September.


Please call the surgery to cancel your appointment if you are unable to make it or you no longer need it, giving as much notice as possible, so the appointment can be rebooked by another patient.

Stay well : Guide to help you choose the right service for you and your NHS



Self-care	Pharmacy	GP	Minor Injuries	A&E/999
Hangover. Cough. Colds. Grazes. Small cuts. Sore throat.	Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.	Arthritis. Asthma. Back pain. Vomiting. Stomach ache.	Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.	Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.
				
Self-care is the best choice to treat minor illnesses and injuries. A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.	Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time. No appointment is needed and most pharmacies have private consulting areas.	GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.	Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions. They are usually led by nurses and an appointment is not necessary.	A&E or 999 are best used in an emergency for serious or life-threatening situations.

NHS 111 If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call **NHS 111**.  24 hours a day
7 days a week

NHS Choices You can also access health advice and guidance or find your nearest service online through **NHS Choices**.  Visit www.nhs.uk

Produced by NHS Northern, Eastern and Western Devon Clinical Commissioning Group

If you become unwell or are injured, make sure you choose the right NHS service. Choosing well ensures you receive the best possible treatment, leaving A&E and 999 for people who are badly injured or very ill. Please be aware that our Practice is not for walk-in emergencies. If you have been experiencing severe chest pains or any other life threatening symptoms, please do not risk your life by making your way to the practice.

Stoptober!

We run a Stop Smoking clinic at our Practice. For more information or to book an appointment please visit reception or call us to arrange.



FEEL HEALTHIER

No matter how long you've smoked for, quitting can help improve your health straight away.



SAVE MONEY

You'll have much more cash in your pocket. If you smoke a packet a day, you could save around £250 each month.



PROTECT YOUR FAMILY

Quitting helps protect your loved ones from harmful secondhand smoke – reducing their risk of developing asthma, meningitis and some cancers.

STOP TOBER

QUITTING SMOKING IS EASIER WITH THE RIGHT SUPPORT