

Armada Family Practice Newsletter

SUPPORT YOUR GP PRACTICE AND BOOK YOUR FLU JAB WITH US

Issue 34
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Flu Clinics Online

65 years+ and eligible patients can now book their flu jab online using Patient Access. If you are not already setup with a Patient Access account please see reception with photo ID.



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 Stroke/TIA
- Patients suffering from immunosuppression
- Patients with a BMI of 40 or above



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



Talkhealth Support Programmes

Are you going through wound treatment and need extra support? Talkhealth's FREE support programme, mywound, can help. The support programme provides 12 weeks of self-management guidance on your wound, scar or burn treatment, written by medical experts.

Talkhealth also provide a support programme helping you manage your chronic illness and condition. They are written and developed by experts to provide additional support and guidance for the self-management of chronic illnesses and conditions and include: Day to day management techniques, fellow patient stories, hints and tips, coping mechanisms, emotional well-being, informational advice and much more!

Sign up today at talkhealthpartnership.com



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 September we had 125 GP appointments & 104 treatment room appointments that patients did not attend or cancel. This totals a shocking 229 wasted appointments during September and a cost to the practice of **£5417.10**

Ordering Prescriptions Online

You can use your Online Patient Access account to order your repeat prescriptions, by using this you will be able to track the process of your prescriptions and view when your medication will be due.



Urine Samples

We are changing 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.



A big thank you from
Marie Curie

Whitchurch Health Centre

We would like to thank staff and patients for supporting Marie Curie awareness, promotion during August.

We raised a fantastic amount of
£1,052.04

This is the equivalent of
52 Nursing hours

"Thank you all so much."

