

# Armada Family Practice Newsletter

## 2020/21 Flu Campaign—Support your GP Practice

It is very important, perhaps this year more than ever, that to keep you safe and well you have your annual flu vaccination.

You are eligible for a free flu jab if you fall in to any of the following groups;

- Over 65 by the 31st March 2021
- At risk group (you have a chronic illness)
- Immunocompromised or household members.
- Shielding Patients and those who live in their immediate household.
- Health and Social Care workers
- 2&3 year old children.

If you are unsure if you fall in any of the above groups, please call the Practice and our receptionists will be happy to advise you.

To book your appointment please ring 01275 832285. Please call after 11am as the phone lines need to be kept free first thing in the morning for patients requiring urgent health care/advice.

## Face Masks/Coverings

To keep our patients and staff safe and to ensure we keep the Practice open we must insist that patients, unless medically exempt, wear a face covering when they come to the Practice. We will also ask you screening questions and take your temperature before allowing you access. If you refuse to comply with our policy we can refuse you access to the premises.

Again, to ensure we keep the Practice open this winter we are also restricting the number of people allowed into the Health Centre at anyone time. However, please be assured that if a clinician needs to see you face to face they will arrange an appointment with you.

## Problems with the Telephones

First we would like to apologise for the problems you faced contacting us on Thursday the 27th August and Tuesday 1st September. There was a fire at Voice-flex in London, who are responsible for managing our telephone lines, which meant we lost our phone lines for most of the Thursday and the first few hours on the Tuesday.

Secondly we understand that it can be frustrating getting through to us some times, especially now we have to restrict access to the Practice, but we have increased the number of telephone lines we have coming into the Practice and we have taken on more receptionists to deal with the increased volume of calls. Please bare with us as we are all working as fast as we can without compromising our service to you.

## Community Volunteers

Here are the details of the volunteer community group that covers Whitchurch and Hengrove.

For help and support with essential shopping, medication collection, befriending phone calls for anyone in the Hengrove and Whitchurch Park area the contact details are as follows:

- 0117 971 3886 - Mon to Fri 9am to 5pm
- email: HWPTogether@gmail.com

The Hengrove and Whitchurch Park Together: Volunteer neighbours helping neighbours in our area.

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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



Find us on:  
**facebook**

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 |

## **Prescriptions**

Please note we are unable to take prescription requests over the phone. You can order medication by emailing us at [brccg.scripts.armada@nhs.net](mailto:brccg.scripts.armada@nhs.net) or by completing the "B" side of your prescription and dropping it in to one of our letter boxes, one on the front gate for out of hours and one in our front foyer. Please remember prescription requests take 72 working hours to process.

## **Recovering from Coronavirus**

- <https://www.yourcovidrecovery.nhs.uk/>

## **HANDI App**

The HANDi app aims to provide advice and support to parents and carers when a child is unwell. It offers simple and straightforward advice, for the following conditions in children:



- diarrhoea and vomiting
- high temperature
- chesty baby' illnesses, such as bronchiolitis, asthma and croup
- chesty child' illnesses such as wheezing and asthma
- abdominal pain
- common new-born problems.

The app takes you through a series of questions about the symptoms your child is experiencing and then advises on the best course of action, whether that's to treat at home, to make a GP appointment, or to head to A&E. Each of the illnesses has a home care plan to help you provide the best support for your child, and give you confidence in caring for them when they are unwell.

## **The Care Fourm**

The Care Fourm is working with Macmillan Cancer support looking at how they can improve the support available for people living with cancer in south Bristol. If cancer has affected you in any way while you were living in south Bristol, either personally or through supporting or caring for someone, we would be keen to speak to you. We are running some discussion groups and offering 1-2-1 conversations. These are a chance for you to share your experiences and discuss what works and where support is missing. We are interested in everyone's experiences good or bad, from any point in the last six to eight years.

We are able to speak to people 1-2-1 please email [peterclasby@thecare.org.uk](mailto:peterclasby@thecare.org.uk) or call 07756796886 to find out more.

## **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>