

Armada Family Practice

WHITCHURCH HEALTH CENTRE

Issue 6
May 2017

A message from Dr Badger

I am enormously touched and grateful for all the good wishes, flowers and gifts that I have received over the last month, in the run up to leaving the Armada practice at Easter. I was quite overwhelmed by all of you who took the trouble to come to my "farewell" coffee morning. It has been a privilege and a pleasure to be your doctor at Whitchurch Health Centre for 34 years. Thank you to you all, and very best wishes to you for the future.

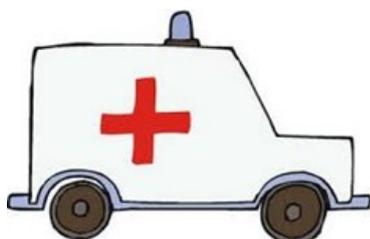


Changes to patient transport services

Non-emergency patient transport services transport is available for eligible patients for medical reasons and is for planned, non-emergency transport to and from NHS hospitals and clinics across Bristol, North Somerset and South Gloucestershire, including outpatient departments, inter-hospital transfers, renal dialysis, oncology centres and your home.

From 1st April all non-emergency patient transport will be provided by E-zec Medical Transport Services. Patients or their carers are now asked to **book their own transport by calling 0300 777 6688 rather than contact the practice.**

Transport is only available for eligible patients who need the support of clinically trained staff and or medical equipment during their journey.



Surgery Opening Times

8:30 TO 6:30PM

MONDAY TO FRIDAY

**PLEASE NOTE WE WILL BE CLOSED
ON MONDAY 29TH MAY DUE TO THE
BANK HOLIDAY.**

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

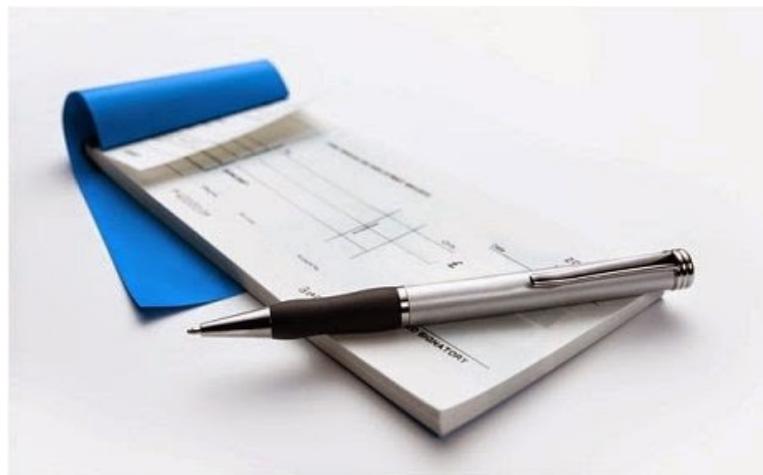
During March we had 88 GP appointments & 124 treatment room appointments that patients did not attend!

This totals a shocking 212 wasted appointments during April.

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.

Update on Asda green token scheme to raise funds for the memory café

We initially asked for some support from the local ASDA store and they kindly provided us with tea, coffee and biscuits but I am now pleased to say that they included the Memory Café in the community project fund raising scheme and we came second place. We have now received a cheque for £200 for the café which we are thrilled with! Our plan is to possibly purchase appropriate games and some musical instruments. We would like to thank everyone who supported us by putting their green tokens into the Armada memory café box.



Patient Suggestions

We have recently received some suggestions from patients about having more children toys in the waiting area. We have taken your suggestions on board but there are a couple of reasons why more toys cannot be provided. 1. Infection control and 2. Space within the waiting area. However you are more than welcome to bring along something to entertain your child while you wait. Also please note we do have free Wi-Fi for patients to use for mobile phone/ pads, although we would appreciate if noise could be kept to a minimum as patients are here because they are unwell.

Another suggestion we received was for the unused TV screens in the waiting area to be used as a calling screen. Unfortunately we do not own the building nor those particular TV screens, therefore we are unable to use them and are awaiting the building owners to remove them.

Patient Survey

We would like to take the opportunity to thank all of our patients who completed a survey about our appointment system. These results will now be analysed and we will publish the results in the next newsletter. Your participation helps to shape our services.