



Surgery Opening Times, Prescription Requests and Handing in Samples over Christmas

Surgery Opening Hours

The week before Christmas, we are open as normal from 8am to 6pm Monday to Friday. However, during the Christmas period and New Year we are closed on the three Bank Holidays of the 25 & 26th December 2012 and the 1st January 2013. If you need to contact a Doctor during the times we are closed, please telephone the **Out of Hours Service (Primecare) on 0330 123 9309**

Prescription requests

As we are only closed for 3 extra days, there is no need to put in prescription requests any earlier than you normally would. We do ask that you allow at least 48 hours for your prescription to be processed, however if you will be running out of medication just before, during or just after the Bank Holidays, please put your prescription request in up to one week before it is required.

Prescription Requests via email

Also, we would like to clarify our email prescription request policy. If you would like to order your prescriptions via email please ask for a form at reception. Once this has been completed we will email you with your patient number and instructions for ordering repeat prescriptions by email. You can begin sending your requests. When sending an email request please ensure you quote your **patient number, date of birth and where you want to collect your prescription from**. Please note if you do not specify where you want your prescription to be sent it will be kept at the surgery for you. Please also only request medication from your repeat prescription list as any other medication needs to be assessed or reviewed by the Doctor.

Handing in Samples

We would ask that when handing in samples you put them in an envelope with your name and address on. If you have had a blood test or sample sent off for analysis just before, during or after the Bank Holidays please allow extra time for the results to be available. Please wait at least seven days before ringing for the result and the best time to ring for results is after 2pm to ensure they have been reviewed by the Doctor.

ZERO TOLERANCE

All the staff at Colwall Surgery aim to treat patients with courtesy and respect at all times. In return, the Surgery expects our patients to treat staff in the same way. The Surgery takes seriously any threatening, abusive (verbally or physically), or violent behaviour against any member of our staff, patients or property. If a patient is violent, or abusive (verbally or physically), the Practice, in the first instance, will warn the patient to stop their behaviour. If a patient persists in being violent or abusive (verbally or physically) the Practice may exercise its right to take action by removing patients from the Practice List. In some cases, patients can be removed from the list with immediate effect or be referred to the Herefordshire Primary Care Trust's Violent Patient Scheme, which, as a consequence, may compromise a patient's access to healthcare services.

DID YOU KNOW ?.....

....that during the months of August, September and October we had **209** missed appointments! That means 7 days of GP and Nurse time were wasted on patients who didn't arrive for their appointment. If you cannot attend your appointment, please let us know. Someone else could then use that time.



Happy Christmas...

..... We would like to wish

all our patients a

Merry Christmas and a Happy

New Year,

from all the Staff

at the Surgery

Our Appointments System

There are various ways to either see or speak to a GP. We are a small GP practice and try to provide enough appointments to meet people's needs in a fair way. We continually monitor our appointment system and aim to adapt as the need arises.

1. Urgent appointments for the day:

Patients can telephone the surgery on the day for an **URGENT** appointment. Usually these are for patients who need to see a doctor urgently on that day. The receptionist may ask a few questions to see if the need to see a doctor is urgent or can wait a day or so.

2. Pre-bookable appointments:

Patients with ongoing problems who may need reviewing or problems that are not urgent can be dealt with using this appointment. Also, reviewing medication for patients by the Doctors can be done with this appointment.

3. Worker only appointments:

These appointments are for patients who work and they are at the end of the day.

4. Telephone Consultations:

Patients can book an appointment to speak to the Doctor, which saves coming into the Surgery. A brief description of the reason for the call and telephone number will be recorded by the Receptionist and an indication of the time when the Doctor will telephone you is given.

5. Appointments for the next day.

Patients may telephone and book an appointment for the next day after 2pm. There are a very limited number of these appointments.

Home Visits

We offer a home visiting policy to those who are: either completely house bound; unable to get to the surgery when an urgent medical assessment is deemed necessary (this is a decision made by the Doctor); or confined due to a disability.

For all other situations we encourage patients to come to the surgery as we are able to make use of all the medical equipment available within the practice, thereby providing a more comprehensive service. It is also more time efficient allowing 2-3 people to be seen rather than one individual.

If you have any suggestions or do not understand this system, please do ask at reception.

Thank you for your co-operation and understanding.

Winter Ailments

Your local Pharmacy is a good source for advice to help beat winter coughs and colds. They can advise whether or not you should see your GP and they can supply useful medication if you are feeling unwell. Often the problem is viral, and not bacterial, and anti-biotics will not help get rid of a cold or flu symptoms. Stay indoors, rest and drink plenty of fluids.

QUICK CONTACT GUIDE

Colwall Surgery: 01684 540323

Out of Hours: 0330 123 9309

NHS Direct: 08 45 46 47

District Nurses Team: 01531 638414

Minor Injuries Unit (MIU)

Ledbury: 01531 632488

Malvern: 01684 612619

Walk-in-Centre

Hereford (Asda): 0330 123 9309

Worcester: 01905 879100

Hospitals:

Alexandra Hospital Redditch: 01527 503030

Gloucester Royal Hospital: 01452 528555

Hereford:County Hospital: 01432 355444

Ledbury Community Hospital: 01531 632488

Malvern Hospital: 01684 612619

Worcester Royal Hospital: 01905 763333

Dental Access Units:

Gaol St Clinic Hereford: 01432 378920

Malvern: 01684 612754

Worcester: 01905 724633

NHS Herefordshire: 01432 344344

NHS Worcestershire: 01905 760000

Local Access Point: 01432 347690

(Adult Social Care; Intermediate Care & Reablement; Adaptation Occupational Therapy)

Other Useful Numbers:

Age Concern (Ledbury): 01531 631280

Age Concern (Worcester): 0800 008 6077

Carers UK Helpline: 0808 808 7777

Herefordshire Carers Support: 01432 356068

Worcestershire Carers Unit: 0800 389 2896

Colwall Care Scheme: 01684 540196

Dial-a-Ride (Ledbury): 01531 635503

Dial-a-Ride (Malvern): 01684 891121

Have you had your Flu Vaccination yet?

Anyone who is either over 65 years of age, or Under 65 considered to be 'At Risk', or Pregnant or a 'Carer' are entitled to a Flu Vaccination. The flu vaccination protects against several common flu strains. In most cases flu causes a moderate illness in people. However, sometimes very vulnerable or frail people who get flu are at greater risk from being very poorly. Please telephone the Surgery to seek advice or to make an appointment to have your flu vaccination.