



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 26 & 27th December 2011 and the 2nd January 2012. 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 in total there is no need to put in prescription requests any earlier than you normally would. However, we would ask that you put in your request for a repeat prescription in sufficient time to ensure that it is processed. We do ask that you allow at least 48 hours for your prescription to be done, 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 a week before it is needed.

Handing in Samples

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. The best time to ring for results is after 2pm to ensure results have been sent back to the Surgery.

Patient Participation Group

We are in the process of establishing a group of patients registered at the Surgery in order to hear your views, opinions, and any suggestions that you may have that would help us improve the service that we provide. If you would be interested in participating in a Patient Focus Group, please either write a letter, complete the registration form on the website; or email the surgery with your contact details. The contact details can be found at the bottom of this page. We look forward to hearing from you.

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.

DID YOU KNOW ?.....

....that during the months of September and October we had **105** missed appointments! That means nearly 3 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

NEW SURGERY TIMES
Effective from 12th December 2011

	Dr Jonathan Pearce (m)	Dr Sarah Newey (f)	Dr Alex Brennan (f)	Lesley Barratt – Practice Nurse	Heather Johnson— Practice Nurse	Lisa Preece— Healthcare
MONDAY	AM 7:30—8:00 App.ts (worker only) 9:00-12.00 Appointments PM 14.00-15.00 Minor Surgery	9:00-12.00 Appointments 16:30 - 18:00 Appointments		9:00—14:00 Clinic App.ts 14.00-15.00 Minor Surgery	OFF	08:30 - 13:30
TUESDAY	AM OFF PM OFF	9:00-12.00 Appointments OFF	9:00-12.00 Appointments 16:30-18:00 Appointments	9:00-13:00 Clinic App.ts 13:30-17:00	OFF	08:30 - 13:30
WEDNESDAY	AM 7:30—8:00 App.ts (worker only) 09.00-11:30 Appointments PM 16:30-18:00 Appointments	9:00-12.00 Appointments OFF		9:00—10.30 Diabetic Clinic 10.30—11.30 Clinic app.ts 11.30-12.30 Baby Imms Clinic	9:00—11.30 Clinic App.ts 11.30-12.30 Baby Imms Clinic	OFF
THURSDAY	AM 9.00-12.00 PM 16:30 - 18:00 Appointments	OFF		OFF	10:00—13:00 Clinic App.ts 13:30—18:00 Asthma / COPD Clinic	9:00 - 14:00
FRIDAY	AM 9:00-12.00 Appointments PM 16:30-18:00 Private Medicals	9:00-12.00 Appointments 15.30-16.30 Appointments 16.30-18.00 Emergencies only		OFF	9:00—13:00 Clinic App.ts	OFF

Personal Alarms

If you would like to have a personal alarm which you wear on a cord around your neck you can contact either Festival Housing if you are a tenant on 01684 579 627 (Jane) or if you are a home owner 0845 0568035 (Telecare Alarms). They will provide you with the details of how the alarms work. Please note there is a small fee for this service.

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 free NHS Flu Vaccination. The flu vaccination protects against several of the most common flu strains including swine flu. In most cases, flu causes moderate illness in people who easily recover. 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.