



Newsletter

December 2010

OPENING HOURS OVER CHRISTMAS & NEW YEAR PERIOD

The practice is usually open Mon- Fri 8.20 - 6.30pm. Our phones are answered from 8.00am.

Friday 24 th Dec	8.00am - 3.00pm
Saturday 25 th Dec	Closed
Sunday 26 th Dec	Closed
Monday 27 th Dec	Closed (Bank Hol)
Tuesday 28 th Dec	Closed (Bank Hol)
Wednesday 29 th Dec	8.00am - 6.30pm
Thursday 30 th Dec	8.00am - 6.30pm
Friday 31 st Dec	8.00am - 5.00pm
Saturday 1 st Jan	Closed
Sunday 2 nd Jan	Closed
Monday 3 rd Jan	Closed (Bank Hol)
Tuesday 4 th Jan	8.00am - 6.30pm

Please remember to order any repeat prescriptions in good time before the holidays. If you need medical assistance when the surgery is closed please ring our usual number 0117 9082360 and your call will be automatically transferred to our out of hours doctor service, Frendoc.

CLOSURE OF PRESCRIPTION TELEPHONE LINE

From 1st January 2011 our current telephone order line will close. You will be able to order your repeat prescription in the following ways:

- **Ask your chemist to do it for you.** If you give them permission they will take over the arrangements for ordering your prescription when it is due and dispense it ready for you to collect (Or they may even offer a home delivery service if you are housebound).

- *in writing via the Royal Mail post, or by putting your prescription request in our prescription request boxes (They are sited in the waiting room and on the wall outside the main entrance to the building)*
- *via email - ask at the practice for more information*
- *Fax to us on 0117 9082354*
- *online via our website at www.beechwoodmedicalpractice.co.uk*

Whichever method of ordering you choose please allow at least 48 hours for us to get your prescription ready.

If you use a regular chemist and let us know we can arrange for the prescription to go straight to your preferred chemist so that you can pick up your medicine without needing to come to the surgery to collect your paper prescription.

If you would like your prescription mailed to your home address please leave us a stamped addressed envelope.

Please do not try to order a repeat prescription by phoning the appointment line as the receptionists will be unable to offer this service.

CONTRACEPTIVE SERVICES

We are now able to offer enhanced contraceptive services at the practice. Dr Kate Rush is available to fit coils and contraceptive implants and you can also have checks and removal procedures carried out here without the need to go elsewhere to a specialized clinic. Ask at reception for details of how to book an appointment.

If you require emergency contraception you do not need to book an appointment to see a GP. Our practice nurses are now able to provide this service and the consultation can often be carried out via a telephone call. Alternatively you can also visit any pharmacy where the pharmacist would be able to provide appropriate counselling and any necessary medication.

GP APPOINTMENTS

You may have noticed a change in the way your appointment requests are being dealt with recently. Due to exceptionally high demand for appointments we are looking at how we may more effectively direct our patients to the most appropriate service. This may mean that the receptionists ask you more questions when you call to ask for a GP appointment. We are finding that a lot of patients are unaware of the services that they can access via the practice nurses and that many routine patient requests; eg sick notes, letters, reports, repeat medication queries, can be handled much more efficiently by speaking to the GP on the telephone. Attached to this newsletter is a guide to the different types of appointment we offer.

We will continue to offer a selection of pre-bookable appointments for GPs, these are made available 2 weeks in advance. These appointments are useful for patients who need to come in for a review or where you have a routine problem that you want to plan an appointment for. From 4th January 2011, where you have a condition that requires a same day appointment, the receptionist will take your details and the GP will call you to decide what action may need to happen next. It may be possible for your problem to be solved via the phone call or the GP may want you to come into the surgery. They will book your appointment where it is necessary for them to see you at the surgery.

FLU VACCINATIONS

If you are over 65 or in a higher risk category for flu and haven't yet had your flu vaccination this year please make an appointment. If you have decided that you do not want the vaccination please also let us know.

We again offered Saturday morning flu vaccination clinics throughout October which went very well. A big thank you to Marjorie & Barrie Cox and Barbara Davison, patient group members who gave their time so generously to help things run smoothly at these clinics. We also managed to raise £109.45 for St Peters Hospice in donations received for refreshments provided.

DR CATHERINE HALL & MRS CHRISTINE SMITH

It was with great sadness that we share the news that two of our most long serving and well respected colleagues passed away in October.

Many of our patients will remember Dr Catherine Hall. Catherine was a partner at this practice for more than 20 years and was hugely popular with both staff and patients.

Chris Smith had also been with the practice for more than 20 years and had held various roles over that time including administration and reception work. She retired from the practice in 2008. They will both be missed.

TRAVEL VACCINES

If you need travel vaccinations you should contact the Treatment Room reception to book an appointment to come in at least 6 weeks in advance of travel. The Treatment Room tel number is 0117 9082395. Patients who travel frequently, or who have relatives overseas and might need to travel at short notice, should ensure their vaccinations are up to date. If you need to travel with less than 6 weeks notice you can contact the Bristol Travel Clinic, Christchurch Family Medical Practice, Downend, Bristol, BS16 5TQ. Tel: 0845 612 3772.

If you would like to submit an article for inclusion in the newsletter please contact one of the practice managers. Our practice details are: Beechwood Medical Practice, Fishponds Primary Care Centre, Beechwood Road, Fishponds, Bristol, BS16 3TD. Tel 0117 9082360, website
www.beechwoodmedicalpractice.co.uk