



# Abbottswood Medical Centre Patient Newsletter

[www.abbottswoodmedicalcentre.co.uk](http://www.abbottswoodmedicalcentre.co.uk)

February 2018

**Tel: 01386 552424**

**Dispensary Line: 01386 561143**

Between (9am-12) then (12.30-pm-4)

## Doctors

**Dr Claire Wunsch  
Dr Alison Atkinson  
Dr Kath Thomas  
Dr Peter Evans  
Dr Craig Embley  
Dr Paula Baxter  
Dr Rachel Purves**

## The Surgery opening hours are:

Monday to Friday 8am - 6.30pm (Dispensary opens at 8.30am - 6.30pm)

We are open for **on the day** Doctors appointments during the above hours. Additional surgery times are listed below:

Monday or Tuesday evening surgery	6.30pm - 7.30pm	(bookable in advance)
Wednesday morning surgery	7.00am - 8.00am	(bookable in advance)
One Saturday per month	8.00am - 10.00am	(bookable in advance)

**Please give us as much notice as possible if you need to cancel your appointment. This will give us the opportunity to use the time for other patients. Thank you.**



## Tea and Talk is back!

**Are you new to the area or simply looking to make new friends?**



Tea and Talk was devised by members of the Abbottswood Medical Centre Patient Reference Group, after they identified a need for our patients to have the chance to meet and have a chat, as well as be able to learn about local services that may benefit them and their friends and family.

This group started in May 2017 and ran through the summer last year, but was postponed for a few months due to the building work at the surgery. These meetings have now started again, but due to the limited space here at Abbottswood, we are now meeting on a monthly basis at Pershore Sports Club. The group is still run by volunteers of our Patient Reference Group and Care Navigators from the surgery.

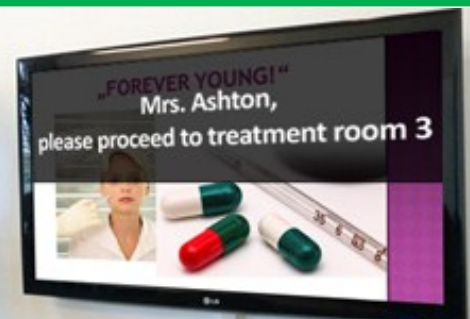
If you are interested in attending, we are happy for you to drop by to see us on the fourth Thursday of the month from 12-1 at the Sports Club, but as space is limited and dates can vary, please call the surgery on 01386 552424 to speak to a Care Navigator to register your interest and to check for last-minute changes. Our next meeting is scheduled for the 22nd March 2018. We look forward to seeing you there.

## The way we call for our patients has changed!

We now have a fixed screen on the wall of the waiting room to call our patients. This screen also runs short videos on health-related issues but these are interrupted when the clinician you are due to see is ready to see you. Your name and the room number of the clinician will show on the screen to call you in.

Please make sure that you can see the screen when you have booked in for your appointment.

Your feedback is greatly appreciated, so please let us know if we can improve our service in any way

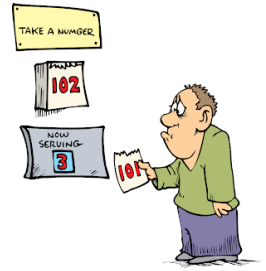


**DO YOU HAVE A NEW MOBILE PHONE? HAVE YOU RECENTLY MOVED HOUSE? PLEASE UPDATE US WITH YOUR NEW CONTACT INFORMATION AS SOON AS POSSIBLE**

## Dispensary call-system

As a part of our on-going programme of improvements at the surgery, we have installed a number system for those patients who are waiting for a prescription from dispensary. This allows patients to sit whilst waiting for their prescription to be fulfilled at dispensary, rather than waiting in a queue. Patients that have been given a prescription by the clinician can take their script straight to dispensary after their consultation without the need to take a number.

We hope that this will give all of our patients greater confidentiality when making enquiries at the dispensary desk. If you have any suggestions regarding this service, please speak to Michelle Stewart, our Dispensary Manager



**Your local pharmacy is the place to go to get any prescription medicines and clinical advice for minor health concerns. But they do a lot more than that.....**

As well as helping with common illnesses – like sore throats, coughs, colds, tummy troubles and aches and pains, pharmacy teams can also help with stopping smoking, cutting down on alcohol, advice on safe sex and emergency contraception.

Many pharmacies are open late and at weekends. No appointment is required.

Most local pharmacies have consultation rooms for private conversations. Your pharmacist can also talk to you confidentially without anything being noted in your medical records, which some people prefer.

Getting advice from a local pharmacist is the best first step for a minor health concern. But if you think that you or your family member are more seriously ill, then a GP or hospital may be more appropriate.

**STAY WELL  
THIS WINTER**



**Can I ask you a few questions?**

Our reception team will ask you a number of questions regarding your health if you are calling the surgery to book an appointment. This is to make sure that we signpost your query to the most appropriate clinician or service.

We are fortunate to have Advanced Nurse Practitioners here at the surgery who can see patients for a wide range of problems including chest infections and urine infections and have other resources that we can offer you that may be more appropriate for your particular need.

Thank you for your patience and co-operation.

**Housebound Patients and our District Nursing team**

Our District Nurses can only visit patients who are housebound and are unable to leave their homes to attend the surgery.

If you struggle to get in due to limited transport, then the Vale Volunteers can help. Please call them on 01386 554299 to book.



NHS 111 is more than just a helpline. If you are worried about an urgent medical condition, you can call 111 to speak to a trained adviser.

Depending on the situation, the NHS 111 team can connect you to a nurse, emergency dentist or even a GP and can arrange face-to-face appointments if they think you need one.

If you are worried about an urgent medical concern, call 111 and speak to a fully trained adviser. For less urgent health needs, contact your GP or local pharmacist.

The NHS 111 service is staffed 24 hours a day, 7 days a week by a team of fully trained advisers. They will ask questions to assess your symptoms and will either give you self-care advice, connect you to a nurse, emergency dentist or GP, book you a face-to-face appointment, send an ambulance if appropriate or direct you to a local service that can help you best with your concern.

**NHS**

**GP online services**

**Quick, easy and secure**

Register for online services at your GP surgery or to find out more visit [nhs.uk/GPonlineservices](https://nhs.uk/GPonlineservices)

