

Yorkley & Bream

Dr Andrew & Partners Patient Participation Group

NEWSLETTER



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Dr Andrew & Partners

Yorkley Health Centre

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Welcome to the first issue of our Newsletter, designed to keep you up to date with surgery news

Thank you to everyone who took part in our recent survey. We had an excellent response, better even than we hoped for. One of the things that was apparent was that a newsletter would be welcomed by many of our patients. So here it is, our very first. The newsletter will be quarterly and be available for collection in the surgeries, posted on our website and by email. We aim to give you surgery information, short articles on local health and voluntary organisations, seasonal health advice, surgery opening hours over holiday periods, etc.

If you would like to receive future copies by email, please send a message to our editor, Julie Stock - julie.stock@glos.nhs.uk

Have you seen our Practice Website?

Did you know that we have a Practice website? It contains all sorts of useful information about the practice, staff, surgery times, clinics, useful phone numbers, directions, our newsletter, etc.

Our website also links to the Patient.co.uk website which contains a vast wealth of information on various aspects of health and wellbeing, a huge database of health & diseases leaflets, a wellbeing section with advice on fitness and nutrition, a section on common childhood conditions and treatments, videos, diagrams, recipes, forums and much more. If you have access to a computer you'll find that it's well worth a look.

Make appointments and order prescriptions online

The Practice website also offers the facility of making appointments and ordering repeat prescriptions online. This could be particularly useful if you have difficulty using a phone during the day or when are away from home, or if you would simply like to save money by not using your phone.

Please don't forget that you will still need to allow 2 working days for prescriptions to be made up. This is from the time we receive your request, which might not be until the next working day if you order in the evening, over the weekend or whenever the surgery is closed.

Before using this service patients will need to register in person at reception, bringing with them photo ID, where they will be given instructions and a password to use. Parents can register for children under 16 years of age.

It's that time of year again

Spring is here at last and over the next few weeks there are a number of bank holidays approaching that will affect our normal surgery opening times. We will be closed on 29 March and 1 April (for Easter), followed by 6 May (May Day) and 27 May (Spring Bank Holiday).

Please make sure that you remember to order any repeat prescriptions in plenty of time and help take the pressure off our dispensers as they try to cope with the usual last minute panic.

Do you know who to call when the surgery is closed?

**Whatever the time of day or night
if you think you are calling about a
life threatening emergency - dial 999**

Our (non life-threatening) emergency telephone line is open from 8.00am and 6.30pm weekdays call 01594 562437 and select Option 1.

When the surgery is closed, the practice is covered by the Out of Hours Service. Call the normal surgery number and your call will be diverted to the service.

Are you using the correct phone number?

Some of our patients are still using an old surgery number to call us. Obviously this still works at the moment, but may not transfer to the Out of Hours service if the surgery is closed and may be discontinued in the future. Please update your phone book (and your memory) to **01594 562437** for **all calls** to both surgeries (emergencies, appointments and dispensary) and select the option that you require.

Cancelling appointments

We would like to hear from you as soon as possible if you find that you need to cancel an appointment so that we can offer it to another patient.

Will you be travelling abroad this year?

An appointment can be made with one of the Practice Nurses for advice and guidance on vaccinations for foreign travel.



There is a Travel Risk Assessment Form available at reception for you to complete and return prior to your appointment.

This will help the nurse to thoroughly investigate your travel requirements and enable her to advise accordingly.

Some vaccinations are available on the NHS, but for others there will be a charge. The nurse will advise you on this.

Did you know . . .

. . . that when you visit the surgery in Bream you could park easily just a few minutes walk away in the Community Centre car park ?

Measles outbreak in Gloucestershire

Measles is a highly infectious viral illness. It can be very unpleasant and possibly lead to serious complications.

Anyone can get measles if they haven't been vaccinated or had it before, although it's most common in children aged between one and four years old. To protect your child it is important that they have received two MMR vaccinations.

Contact the surgery to find out if your child is protected.

Keep your details up to date

The surgery occasionally needs to contact patients urgently for a variety of reasons, for example to change or cancel appointments.

Please make sure that your contact details are up to date and that you have let us know of any additional daytime phone numbers you may have - mobile phone, work, etc.



If you move house you also need to let us know.

Walk 4 Health

Health Walks are organised volunteer led walks. They last between 30—55 minutes, are suitable for everyone and are **free** to take part in!

There are currently 13 walks at different locations in the area, (eg. Yorkley, Bream, Lydney, Mallards Pike, Parkend) and they are split into 3 levels to cater for everyone.

Level 1 Easy walking on mainly flat surfaces

Level 2 Walks may have some rough sections and gentle slopes

Level 3 Longer walks with some uneven, sloping or rough pathways.

There are posters in both surgeries giving information on the places, days & meeting times and the telephone numbers of the Walk Leaders for each walk. if you would like more general information, you can call 01594 812617 or find up to date the information online at www.fdean.gov.uk under Health & Well-Being in the Community section.

So why not give it a try? With Spring already here and Summer just around the corner - what better way to get out in the fresh air, get fit, meet new people and enjoy the Forest?

This newsletter has been prepared by the Patient Participation Group at the surgery which acts as a link between patients and the practice. If you would like to be part of an email section of the group, please contact the Practice Manager, Barbara Martin at barbara.martin@glos.nhs.uk