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## NEWSLETTER SPRING 2016

### GOODBYE GRAEME

We recently said goodbye to one of our valued and hard-working receptionists, Graeme. We wish him the best for the future, and will miss his happy-go-lucky demeanour!

### CAR PARKING

Please be aware that there is additional parking near the bowls club and MUGA but please park sensible. We are working with the Community Centre and Sedgemoor DC to improve the availability of overflow parking.

### ONLINE SERVICES

Some services such as repeat prescribing, making and cancelling an appointment and viewing medications are now available online. If you wish to register for this service please ask reception for an application form

### TEST RESULTS

Please ring **after 2pm** to check if your results are back.

### PRESCRIPTION LINE

The line is open between 10am-2.00pm with Danielle (Prescription Manager) manning this line on **01278 437105**. Please do not ring the main number for prescription requests unless it is an emergency.

### COLLECTING PRESCRIPTIONS

Due to high demand at the pharmacies, you will need to allow 4 working days if you are collecting from Boots, Superdrug or Sainsbury's and 2 working days if you are collecting from Lloyd's pharmacies.

### APPOINTMENT SYSTEM

Most of our Doctors' appointments are pre-bookable but a percentage will be available as same day appointments every day, which will be opened up at 8.00 am every morning **for acute problems**. In addition our Nurse Practitioner has a large percentage of same day appointments available on Monday and Thursday, which again are opened up on those mornings. We do not offer a walk-in service.

### BOOKING APPOINTMENTS

When booking appointments over the phone you will be asked to give a brief description of your symptoms. This is so we can make sure you get to see the correct clinician to deal with your particular problem, and so that they are prepared for when you come in. If you are unhappy about explaining the problem to the receptionist please state that it is personal and you wish to keep it private. No offence will be taken.

### DNAs (Patients not arriving for their appointment without cancelling)

Each month we have a large number of appointment slots that are booked by patients who do not attend. This is obviously a waste of appointments, we would therefore be very grateful if you could cancel your appointment if you no longer need it, preferably in plenty of time so that we can offer these appointments to other patients. We appreciate that, sometimes, patients have unforeseen circumstances, but these are usually the exception rather than the rule. We would therefore be very grateful if you could let the surgery know whenever possible.

### UNWELL WHILST WAITING

Please let our receptionist know if you are feeling acutely unwell when waiting to be seen by a Doctor/Nurse.

## TREATING INFECTIVE CONJUNCTIVITIS

Most causes of infective conjunctivitis do not require medical treatment and will heal without treatment in one to two weeks.

**Self-care:** There are a number of ways that you can treat conjunctivitis at home. The guidelines below should help ease the symptoms:

- Use lubricant eye drops. These can be purchased over-the-counter (OTC) at pharmacies or they may be prescribed for you. They may help ease soreness and stickiness in your eyes. Always follow the manufacturer's instructions.

- When you wake in the morning, you may notice a sticky substance around your eyes. You can gently clean this away using cotton wool soaked in water.

- Wash your hands regularly. This is particularly important after you have touched your infected eyes and will stop the infection spreading to others

### LLOYDS PHARMACY VICTORIA PARK

Our opening times are -      Monday to Friday:      All day  
                                         Saturday and Sunday:      Closed.

We offer a wide choice of products and services including the following:

- Free prescription collection from surgeries, including Victoria Park Medical Centre
- Advice on health-related issues
- Free diabetes and blood pressure screening
- Free healthy heart checks
- Free prescription delivery
- Free medicines usage review
- Dispensing of prescriptions for ALL patients

For more information, call 01278 429813. Our pharmacist and other colleagues look forward to welcoming you.