

BEECHWOOD MEDICAL PRACTICE NEWSLETTER - WINTER 2017

www.beechwoodmedicalpractice.co.uk



CHRISTMAS CLOSING and REPEAT PRESCRIPTIONS

Please note that the practice will be closed as follows during the Christmas period: **Saturday 23, Sunday 24, Monday 25 and Tuesday 26 December 2017. Also, Monday 1 January 2018.** The last day for ordering prescriptions will be **Wednesday 20 December.** If ordered that day, your prescription will be ready for collection on Friday 22 December.

TEAM NEWS

We are very pleased to welcome Dr Kirsty Murdoch who joined us in October for two sessions a week on Monday and Tuesday as a salaried GP.



WILL YOU SPEND CHRISTMAS DAY ALONE?



Marmalade Trust invites isolated people in Bristol to Christmas Day lunches in restaurants around Bristol and South Gloucestershire.

Volunteers collect guests from their own home and drive them to a restaurant where they enjoy a free meal with the own Marmalade family (up to 20 people per venue). Each guest is returned safely home afterwards.

To book a place, please see our reception team.

For more information see:

<https://marmaladetrust.org/>

OUT OF HOURS NHS SERVICES

NHS 111 if you need medical help fast, but not life threatening or to speak to an out of hours GP urgently

Minor Injuries Unit (Yate) for treatment of minor injuries

A & E for serious and life threatening emergencies only

ARE YOU STRUGGLING WITH FUEL BILLS?

The **Centre for Sustainable Energy** may be able to help. Every year they visit about 300 people in the South West to help them keep warm in their homes by explaining energy bills and heating systems, and giving advice on damp and mould, debt problems and a host of other energy-related issues. These visits often play a role in improving people's quality of life, emotional well-being and health.

For more information see: <https://www.cse.org.uk/> or call **Freephone 0800 082 2234.**

Repeat Prescription Process Reminder

To operate efficiently and safely we ask that patients give us a minimum of 48 working hours notice to process your repeat prescription request.

We have found that we are having an increasing number of repeat prescription requests that patients deem to be urgent, i.e. where they expect that the request will be completed same day or immediately. We would like to remind all our patients of the repeat prescription process as we will be enforcing this process, unless there are exceptional circumstances, with effect from **1 January 2018**.

Please plan ahead

To avoid running out of your medication please ensure that you place your requests one week in advance of when they are due to run out. You can order repeat prescriptions by:

- Signing up to the online services
- Going to our website – www.beechwoodmedicalpractice.co.uk and clicking on the “Repeat Prescriptions” button and following the links
- By email – send to brccg.beechwood-prescriptions@nhs.net
- By completing a request form and leaving it in one of our prescription request boxes
- By arranging for a pharmacy to order on your behalf

The **only** medications we will consider for issue as a priority (within 24 hrs) and only if there are exceptional circumstances are:-

- Insulin
- Inhalers
- Epilepsy Medication
- Parkinsons Medication
- Anticoagulants
- Heart Medication



Priority prescriptions will be sent electronically to your pharmacy or will be available for collection after 6pm the same day and must be requested at least 3 hours prior to collection.

Please note: No other medications will be treated as priority. This is a clinical decision made by the GPs and is to ensure safe prescribing. Unfortunately, the Receptionists will not be able to alter this decision.

All other prescription requests will be dealt with and either sent electronically to your pharmacy or be ready for collection within 48 working hours.

MENTAL HEALTH SERVICES OVER CHRISTMAS AND NEW YEAR

Bristol Sanctuary – a comfortable, safe place that is open for people experiencing severe emotional distress to go to for help outside of normal working hours. You can find a quiet space, chat to others or talk to a support worker. Open Fri, Sat, Sun & Mon, 7pm-2am
Tel: 0117 9542952

Caring in Bristol - for homeless and vulnerable people. **Tel: 0117 924 4444**

Childline - support for anyone under 19 in the UK with any issues. **Tel: 0800 1111**

Crisis Service - provides 24/7 support for people experiencing an extreme mental health or emotional crisis. **Tel: 0300 555 0334**

Samaritans - a safe place to talk any time, in your own way, about whatever is getting to you. **Tel: 116123**