

# Gloucester City Health Centre Newsletter

## Patient Participation Group (PPG)



The PPG met again on the Friday 6 November 2015. Please ask at reception for a form to join (even if it's just email contact). It would be really nice to see you and get your input.

We usually hold an AGM meeting once a year, Date to be decided. Anyone is welcome to come along to the AGM meeting.

## Seasonal Flu Jab



You may be eligible for a flu jab if you fall into any one or more of the at risk groups below:

- You are aged over 65 years old
- You have a serious heart or chest complaints, including asthma
- You have a serious kidney disease or liver disease
- You have diabetes
- You have a chronic neurological disease
- You have Asplenia or dysfunction of the spleen
- You have a lowered immunity due to disease or medical treatment

You have had a stroke or transient ischaemic attack (TIA)

Everyone in these groups is eligible for a free flu vaccination, Including all pregnant women and all registered carers. If you fall into any of the at risk groups and have not yet had your vaccination this year and would like to have a flu jab please book an appointment with the nurse.

Children aged 2-6 years who are not in any of the above risk groups will be offered a flu vaccine in the form of a nasal spray.

**Antibiotics won't treat it** because flu is caused by a virus.

This is the best protection against the virus.

## Patient Information

All patients including children have been allocated a named accountable GP. If you would like to know your named GP please ask a member of the reception team to check for you.

## Clinical Governance

The Practice will be closed from 12.30 to 16.30 for staff training (Clinical Governance) on 25 February and 17 March 2016

Special points of interest:

- > If you want to join the P.P.G (Patient Participation Group) please ask for details at reception
- > If you would like to contact the PPG please leave a message in the suggestion box
- > To register yourself as a carer, collect a form from reception
- > You can register for online services by asking for a registration form at reception

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## Staff News

We have sadly had to say goodbye to two members of our reception team earlier this year (one has gone traveling around Europe while another has gone traveling around New Zealand)

We have also had to say goodbye to one of our practice nurses, we wish her the best of luck for the future and in her new job.

We have welcomed three new members of staff to the Reception team, please be patient with them while they are training.

## GP News

Dr Ruth Parsons has announced her intended retirement from General Practice at the end of March 2016. We will all be sad to see her go.

## Suggestions & Complaints

We would be happy to hear any suggestions that you have about how we can improve our service. You can do this by writing to the Practice Manager or filling out a form and putting it in our suggestion box.

If you wish to make a complaint, please telephone 01452 891110 and ask to speak to the Practice Manager or write a letter to the Practice manager. A member of the reception team can provide you with a copy of our complaints procedure and complaints form.

## Opening times

The surgery is open:

Monday 8-12:30 & 1:30—6

Tuesday 8-12:30 & 1:30—6

Wednesday 7:30 - 12:30 & 1:30—6

Thursday 8-12:30 & 1:30—6

Friday 7.30-12:30 & 1:30—6

Saturday 8– 11 (pre-booked appointments only)

We do not have a walk in surgery, please can you ring to make an appointment.



The doctors make home visits at lunch time so their appointments start at around 3pm in the afternoon therefore we don't always have a GP on the premises until then.

## Repeat prescriptions



When you hand in your prescription please leave 2 working days before you collect it. Please collect it after 2pm if possible

When you hand your prescription in it will be ready for collection as shown:

Hand In	Ready for collection
Monday	Wednesday PM
Tuesday	Thursday PM
Wednesday	Friday PM
Thursday	Monday PM
Friday	Tuesday PM

## Important Phone numbers to have:

To make/ rebook or cancel an appointment : 01452 307722

For emergencies/ home visits or all other enquires: 01452 891110

For results (after 11am): 01452 891110

Badhams pharmacy: 01452 386816

Health Visitors: 0300 421 1793

District Nurses: 01452 891117

Gloucester Health Access Centre: 01452 336290

Evening and Out of Hours calls: NHS 111  
For life threatening emergencies: 999 or 112 (the European emergency number)

Carers Gloucestershire: 01452 386  
283Carers Gloucestershire helpline: 0300 111 9000 - 8am to 8pm Monday to Friday

Adult Social Services Helpdesk 01452 426868

ChildLine: 0800 1111

Hospital number: 0300 422 2222

*Note: The hospital numbers have changed, from 0845 to 0300.*