

Newsletter December 2018



Christmas and New Year Surgery Opening Times:

Monday 17 December,2018	8.00am to 8.00pm*
Tuesday 18 December,2018	8.00am to 6.30pm
Wednesday 19 December,2018	8.00am to 6.30pm
Thursday 20 December,2018	8.00am to 6.30pm
Friday 21 December,2018	7.00am** to 6.30pm
Monday 24 December,2018	8.00am to 6.30pm
Tuesday 25 December,2018	Surgery closed (Bank holiday)
Wednesday 26 December,2018	Surgery closed (Bank holiday)
Thursday 27 December,2018	8.00am to 6.30pm
Friday 28 December,2018	7.00am** to 6.30pm
Monday 31 December,2018	8.00am to 6.30pm
Tuesday 1 January,2019	Surgery closed (Bank holiday)
Wednesday 2 January,2019	8.00am to 6.30pm

* Open from 6.30pm to 8.00pm for pre-arranged appointments only.
** Open from 7am to 8am for pre-arranged appointments only.

If you require urgent medical care during the bank holiday period, please telephone the NHS Out of Hours Services on 111.

Alternatively, you can contact i-HEART Barnsley 365 on 01226 242419 or visit www.iheartbarnsley.org.uk

Please ensure that you order your repeat prescriptions (to pick up or via Electronic Prescription Service - EPS) and have sufficient medication for the holiday period.

See posters displayed in local pharmacies for details of their Christmas and Bank Holiday opening hours. Alternatively, for further information, visit the pharmacy website or Barnsley CCG NHS website www.barnsleyccg.nhs.uk

Staff Training:

The surgery will be closed for staff training on **Thursday 6 December** from 1pm until 4pm and **Wednesday 12 December** from 12.30pm and for the remainder of the day; re-opening as usual on Thursday 13 December, 2018.

Do You Struggle To Get An Appointment?

During October and November, 2018, a total of **433** patients booked an appointment and then didn't turn up for it. Unfortunately they didn't let us know.

Please try and cancel your booked appointment as soon as possible if you know you don't need it or can't make it to the surgery. Someone else will need it.

Did you know that you can use the surgery's automated telephone service to book, check or cancel an appointment at any time, night or day, without having to speak to a receptionist? Call the surgery on 01226 743221, press option '1' and follow the prompts.

Patients can also access a range of services via EMIS Online Patient Access. This service includes the facility to book, check or cancel an appointment. Patients can also renew or order repeat prescriptions. You will need to sign up and register to use it; just ask for an application form at our reception desk or download it from the practice website.

Antibiotic Awareness Campaign:

Taking antibiotics encourages harmful bacteria that live inside you to become resistant. This means that antibiotics may not work when you really need them. This puts you and your family at risk of a more severe or longer illness.

If you are worried, speak to a doctor who will be able to advise you on the best treatment for your symptoms.

Remember never share antibiotics or keep for later use (unless instructed to do so). For more information visit www.nhs.uk/keepantibioticsworking

Most Common Illnesses Don't Need Antibiotics:

An ear infection may last for 4 days, a sore throat for 1 week, a common cold for 1½ weeks, sinusitis for 2½ weeks and a cough or bronchitis 3 weeks.

Your pharmacist can recommend medication to help ease symptoms.



Your Medication:

- ❖ Please let your GP know if you have stopped taking any of your medication.
- ❖ Discuss your medication with your GP or pharmacist on a regular basis. There is a 'Review Date' printed on the right hand side of each prescription issued.
- ❖ Think carefully before ticking all the boxes on your repeat prescription form and **only tick those you really need**. Check what medicines you still have before re-ordering. If you don't need the medicine please don't order it! If you need the medication in the future you can still request it.
- ❖ If you order more than one item of repeat medication and find you are ordering it at different times during the month you can ask us to align it into just one order. Check what medication you still have in stock and let a member of the reception team know before asking us to re-align it.
- ❖ Repeat Dispensing is a way of getting your medicines without having to ask your GP for a prescription every time. It's only suitable for patients whose medical condition is described as 'stable' by their GP. Your GP will issue you with several prescription forms which your pharmacist will look after for you. You can then collect your medication at regular intervals, as agreed by your GP, for up to 6 months. Ask for a consent form from a member of our reception team to sign up for this scheme.
- ❖ If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag.
- ❖ Following a hospital admission it is not uncommon for your medications to be changed; they may be stopped, new ones added, or doses changed. Following any changes, take extra care to ensure these changes are reflected in any new prescriptions you order or are given. If you order your medication through a pharmacy then ensure that the chemist is aware of the changes too.

We wish you a Merry Christmas and Happy New Year !