



BLACKTHORN HEALTH CENTRE DECEMBER NEWSLETTER 2017



**We would like to wish all of our patients
A Very Merry Christmas
&
A Prosperous & Healthy New Year**

**The surgery will close at 6.30 pm on Friday 22nd December.
Re-opening at 8.00 am on Wednesday 27th December.**

**The surgery will also be closed on Monday 1st January
Re-opening at 7.30 am on Tuesday 2nd January.**

**Routine appointments will be available at The Hub
Evenings 18.30—20.30, Saturdays 9.00—17.00
Sundays 9.00—13.00**

Hub contact number 07384 253080. See Page 3 for further details.

Attendance/Non-Attendance by Patients

In the month of **NOVEMBER**, **141 Appointments** were not attended this equated to **28.43 HOURS** of GP, Nurse and Health Care Assistant time being wasted.

Please make sure you cancel any appointments that you no longer need in good time so that they may be offered to another patient.

Cancelling your appointment is even easier now if you receive Text reminders as you are able to send a text back to cancel any appointments that you no longer require. Simply follow the instructions when you receive your reminder text. You can also call the surgery, choosing Option 4 and leave a message.

For more information and how to register please visit:

<https://patient.emisaccess.co.uk>

When the Surgery is closed

If you have a healthcare need when the Surgery is closed please see contact details below:-

NHS Out of Hours Service. Tel No: 111

If you have a life threatening emergency please Telephone 999

A&E is under intense pressure please do not attend for minor ailments or problems

Reception Private Side Room

Should you wish to speak to a member of staff in private please be advised that the side room next to our main Reception Desk is available for patients or visitors at all times so they may speak to a member of staff in total confidence.

Blackthorn Health Centre Contact details

Email: WHCCG.BlackthornHealthCentre-reception@nhs.net

Website: www.blackthornhealthcentre.org.uk

Telephone: 02380 453110

Fax: 02380 452747

Extended Access Appointments



Do you find it difficult to come see your GP or Nurse during the normal opening hours?

We now offer access to additional routine GP and Nurse appointments. These are in the evenings, at weekends and on bank holidays.



These appointments are held at Hedge End Medical Centre, (24-28 Lower Northam Road, SO30 4FQ). Appointments must be booked in advance through reception at your own surgery.

For more information, please speak to reception.



WHERE TO GO FOR TREATMENT

Self-Care	Grazed knee Cough or cold Sore throat	Make sure your medicine cupboard is stocked up with over the counter remedies
Pharmacy	Diarrhoea Runny nose Headache Eye Infections (2 years +)	For advice on common illnesses and medicines to treat them
NHS 111	Unsure Unwell Confused Need to know where to go outside of GP opening hours	Outside your normal GP opening hours of when you need medical help fast and it is not a 999 emergency
eConsult (WebGP)	Before calling your GP	Illnesses which do not need a physical examination
Blackthorn Health Centre	Ear pain Backache Throat Infection Sprains & Cuts	If you have an illness or injury that will not go away, contact the surgery
Minor Injuries Unit	Minor breaks / fractures	Where a Diagnostic examination (for example an X-Ray or Ultrasound) is needed
A&E & 999	Choking Chest Pain Blackout Blood loss	Life threatening situations and emergency