

## Important information about Appointments

- **Urgent Appointments**

These are for patients who have an acute medical problem and need to be seen on the same day as calling the practice for an appointment. Patients requiring an urgent appointment must call the appointment line on 01225 470008 before 10.00am.

The Urgent Surgery will be held between 08.30 and 11.00am. If the doctor considers the problem is not genuinely urgent, or if there is not sufficient time to deal with the matter thoroughly and carefully, it may be necessary for a routine appointment to be made.

- **Telephone Appointments**

Just as a reminder to all patients:

You may request a telephone appointment with a doctor

- for medication reviews,
- problems with medication or changes to medication,
- to discuss results or hospital visits, Opticians letters
- as a follow up appointment when an examination is not required.

## REMINDER

The Practice has two main telephone lines:

Appointment Line **01225 470008**:

- For making appointments with the nurses, doctors phlebotomist and HCA,
- For making appointments with the Complimentary Therapists,
- For discussing requirement for foreign travel

Enquiries Line **01225 331616**:

- For all referral/hospital queries
- For house visits
- For enquiries regarding private medicals
- For prescription queries
- For hospital transport enquiries.
- To speak with the Practice Manager
- For test results

## **OUT OF HOURS CARE**

To access medical care when the practice is closed please contact the Bath Medical Emergency Service by ringing the practice telephone number 01225 331616 and an answer phone will give you the current contact number to access the service.

The Practice hours are Monday to Friday 8am to 6pm.

For 24 hour nurse advice call NHS Direct on 0845 4647

### **Goodbye to .....**

**Dr Ros Norton and Dr Amy Davies** are leaving the practice after a year with us as they have now completed their training as a General Practitioners. We wish them well in their new jobs and travels.

### **Welcome to .....**

**Dr Ash Bhatia and Dr Claire Thomas** are joining the practice as General Practitioner Registrars.

**Sister Maggie Young** has joined us to perform Nurse-Led Acute Illness Clinics. Sister Maggie will be trained to manage these clinics and you may see meet her sitting in with doctor and nurse clinics.

**Sam Thompson and Emma** ..... who have joined the practice administration team and are new receptionists.

We are delighted to welcome **Anna Beamont** as our new Pilates teacher. Pilates offers all ages the opportunity to exercise in a safe and non-impact method. The Pilates class is on Monday mornings at 10.30am and costs £4.50. Please contact the practice to speak to Anna if you have any queries or questions about the class she is very happy to speak to anyone.

### **Time to Pamper Yourself?      Pippa Marshall**

If you are going to make one New Year's resolution this year it has to be to spend more quality time on yourself. And what better way to spend it than with a relaxing Aromatherapy Massage or Reflexology treatment.

It's now time that either were recognised as more than just a luxury, as the benefits can be far reaching.

As a holistic therapist I am concerned with the 'whole' you, so with a consultation at the beginning of the appointment I can ascertain your needs and tailor make the treatment to suit you. So whether you are suffering from stress induced headaches, tiredness, getting over a winter bug or simply have aching limbs, then Aromatherapy or Reflexology can help, and with so much more.

Aromatherapy is a full body massage using essential oils blended to meet your requirements. Reflexology is a massage of the feet, where all the body's vital organs are mirrored. I work over them in a grid like fashion working on any areas of congestion found.

Both treatments are aimed to kick start your body's own healing process. If you would like to find out more then call me – Pippa Marshall on 07879 061126, or phone the surgery to book an appointment where I practice every Tuesday afternoon.

### **AVOIDING PRESCRIPTION ERRORS**

Please help us to ensure we get your scripts right first time round and follow these simple suggestions:

1. Please allow 48 hours for prescriptions to be produced.
2. Tick the boxes of the items you want clearly - remember order only those items you need as this reduces waste.
3. Tick or write where you want to collect the script from.
4. Clearly write additions/amendments – these make take more than 48 hours to process if the doctor needs to research your request.
5. Prescription requests are accepted by hand, post, fax (on 01225 485522), email (on [Office.Staff@gp-L81071.nhs.uk](mailto:Office.Staff@gp-L81071.nhs.uk)), or written out at reception on a request slip.
6. Prescription requests CANNOT be accepted by telephone for safety and accuracy reasons.

### **YOGA**

<b><i>Classes now</i></b>	Tuesday evening	6.30 – 7.30pm	£6.50
	Wednesday morning	10.30 – 12.00	£5.50