

# Buttercross Health Centre and Ilchester Surgery Newsletter









January 2022



We wish this New Year brings lots of joy, happiness, and indeed good health

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## Advice for keeping warm this winter

<b>Keep warm</b> Heat your home to at least 18°C. Eat at least one hot meal a day. 	<b>Dress right</b> Wrap up warm, especially when going out. Wear plenty of layers to retain body heat. 	<b>Keep active</b> Light exercise will help with blood circulation and build lung strength. 
<b>Follow your management plan</b> Carry any medication you have with you at all times and take any preventer medication as instructed by your doctor or nurse specialist. 	<b>Speak to your pharmacist</b> By speaking to your pharmacist as soon as you feel unwell you can help prevent your illness getting worse. 	<b>Check on elderly relatives</b> Make sure they are looking after themselves and take care on any icy paths. 

## OPENING HOURS

Monday 08.30 – 18.30

Tuesday 08.30 – 18.30

Wednesday 08.30 – 18.30

Thursday 08.30 – 18.30

Friday 08.30 – 18.30

**PLEASE NOTE:** the practice has extended hours on Thursday and Friday from 18.30 – 20.00 for pre-booked appointments only.

**If you need urgent medical assistance between 18.30 and 08.00 Monday to Friday or at weekends and bank holidays, please telephone 111 for support and advice or 999 if it is an emergency.**

### \*\*\*NOTICE\*\*\*

We have half day closure on Wednesday 26<sup>th</sup> January for staff training. We will be available for urgent queries ONLY.

## Boost your protection against COVID-19



### How to get a booster

- book a vaccination appointment online for an appointment at a vaccination centre or pharmacy
- go to a walk-in vaccination site to get vaccinated without needing an appointment
- Call 119 or visit the NHS website for advice and guidance.

### ASK MY GP

We aim to respond to all Ask My GP requests as soon as possible, due to the high level of demand our response time is 72 hours (3 working days). If the request is deemed as urgent it will be dealt with that day.



### \*\*\* Get the NHS App \*\*\*



### NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

#### Use the app to:

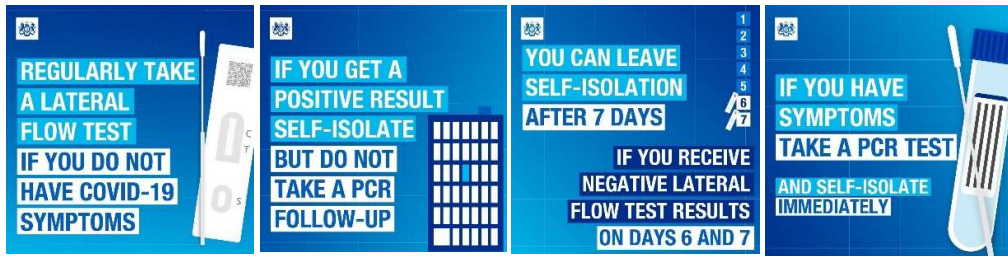
- Get your NHS covid pass
- Get advice about coronavirus
- Order repeat prescriptions
- Book appointments
- Get health advice
- View your health record
- Register your organ donation decision
- Find out how the NHS uses your data
- View your NHS number

### Statistics for December 2021

Ask my GP Requests - 1923

Inbound Calls - 5046

Outbound Calls - 3457



## A message from one of our Clinical Leads

As we start 2022, we recognise that the pandemic is still not over, but with the roll out of booster jabs we are much further forward than we were this time last year.

We are thankful to our team for their continuous hard work, going above and beyond, not only in delivering ongoing care for our patients, but also for their role in delivering the vaccination programme.

We thank you for bearing with us as, not only are we managing a significant increase in demand, we are having to manage this demand with a reduced workforce as we have staff away unwell due to Covid or having to self-isolate.

As has been the case throughout the entire pandemic, we shall continue to see those patients face to face who require this.

Patient feedback, on the whole, is that many people prefer to have their healthcare needs addressed by telephone appointments or email messaging. Likewise, for these people, we will endeavour to meet their needs via their chosen method when possible, but if they do require a face to face appointment, one will be arranged.

Change can be challenging even at the best of times, and we recognise that we have all had to make significant changes in our lives since this pandemic began.

In the words of John Wooden, " If we fail to adapt, we fail to move forward."

**On behalf of all of the team at BHC we wish you a very happy and successful 2022!**