

# West View News



Volume 2 Issue 16

[www.Westviewsurgery.com](http://www.Westviewsurgery.com)

DECEMBER 2009

## SURGERY ADDRESS:

9 PARK ROAD, KEYNSHAM, BRISTOL BS31 1 BX

TELEPHONE RECEPTION: 0844 880 2800

## NEW WEBSITE

[WWW.WESTVIEWSURGERY.COM](http://WWW.WESTVIEWSURGERY.COM)

### HOLIDAY OPENING HOURS

December 21, 22, 23, 24<sup>TH</sup> - (as normal)  
8:00am to 6:00pm

Closed Friday Christmas Day and Monday  
December 28<sup>th</sup>

December 29<sup>th</sup>, 30<sup>th</sup>, 31<sup>st</sup> - (as normal)  
8:00am to 6:00pm

Closed Friday New Years Day

**For life threatening medical conditions  
always ring 999.**

CONSULTATIONS WITH CLINICIANS ARE BY  
APPOINTMENT ONLY

OUR RECEPTION DESK IS OPEN FROM  
8:00AM TO 6:00PM MONDAY TO FRIDAY, AS  
WELL AS ONE EVENING A WEEK 6-8PM AND  
ALTERNATE SATURDAYS 8:30 TO 11:30AM.

**FOR GP ASSISTANCE AND ADVICE OUT  
OF SURGERY HOURS (BEFORE 8AM &  
AFTER 6PM WEEKDAYS; ALL DAY BANK  
HOLIDAYS & WEEKENDS), RING BEMS  
(BATH EMERGENCY MEDICAL SERVICES)  
ON 01980 62 62 26**

Or contact NHS Direct for advice on  
0845 4647

## WEST VIEW SURGERY CONTACT NUMBERS

For appointments & queries - 0844 880 2800

**Prescription queries only** (we do not take repeat  
prescription requests over the telephone)-  
Ring 0844 880 2800 and choose option 2 if you have a  
push button telephone.

**To request a repeat prescription**, please bring the  
repeat slip from the previous prescription or a note  
including the patient's name, date of birth, exact  
medication required and where the prescription would  
be collected from. Choices to collect prescriptions are  
from the surgery (prescription slip only), the local  
chemists-Boots, large Lloyds or small Lloyds. For  
those that have their prescriptions delivered, please  
indicate this on your repeat request with the chemist's  
name.

**PLEASE ALLOW ENOUGH TIME FOR YOUR  
PRESCRIPTION TO BE PROCESSED BY THE  
SURGERY STAFF AND BY THE CHEMIST.**

To request a repeat prescription via email, please use  
the email address;

[Repeat.prescription@gp-L81073.nhs.uk](mailto:Repeat.prescription@gp-L81073.nhs.uk). The same  
patient information must be included on the request.

***Please allow 48 hours for your repeat  
prescription to be collected from the  
surgery or to be delivered to the chemist  
from the surgery.***

Once the prescription is delivered to the  
chemist, Lloyds Chemists and Boots are  
advising patients to allow 4 days before  
collecting prescriptions.

Please always check your prescriptions are  
correct before leaving the chemist as returns will  
not be accepted once you leave their premises.

## SWINE FLU INFORMATON

If you or a family member are  
concerned you may have swine flu

**symptoms, please do NOT come to the surgery. Please ring the National Pandemic Flu Service on 0800 1513 100 for treatment. For advice ring 0800 1513 513. Or, if you have access to the internet, go to the site: [www.direct.gov.uk/pandemicflu](http://www.direct.gov.uk/pandemicflu) for treatment information and advice.**

#### **SWINE FLU VACCINATIONS**

WE WILL BE FOLLOWING THE DEPARTMENT OF HEALTH GUIDELINES IN ADMINISTERING SWINE FLU VACCINES FROM NOVEMBER. PATIENTS WITH DESIGNATED HEALTH CONDITIONS WILL BE INVITED BY LETTER TO ATTEND FOR A VACCINATION.

#### **DENTAL TREATMENT**

Patients are reminded to contact their dentist for dental problems. The GPs will not see patients for these issues.

#### **Stop Smoking Service**

We now have more staff trained to offer advice and support to patients wanting to quit smoking. The NHS Stop Smoking programme is a 12 week programme for which patients wishing to quite smoking can meet with an advisor regularly for support and obtain nicotine replacement therapy (NRT) or non-nicotine medication. The non-nicotine medication, Champix, has proven extremely effective so if you have tried NRT in the past and have not been successful, we would suggest this medication be considered.

For further information, speak to a nurse, your GP or reception staff to book an appointment. Appointments are available most days and we will endeavour to arrange flexible times to suit you. Information packs are available at reception.

#### **CHANGES IN HOW WE BOOK APPOINTMENTS**

The Department of Health have instructed GP surgeries to make more appointments available 48-24 hours ahead. At West View and Severn Way surgeries we have always made appointments available to patients to either pre-book up to 3 months ahead as well as a few days ahead. Due to these guidelines, there are more appointments available to book with GPs 48-24 hours ahead. You can still book up to 3 months ahead as well.

**Booking appointments on the same day** - We kindly ask patients to only request an appointment on the day for more urgent health issues that can not wait

to be booked the next day as the GPs would like to allow urgent health issues to be given on the day priority.

For urgent health issues we will always try to give patients an appointment on the same day but the receptionist may need to ask a few questions regarding the condition.

#### **CAR PARKING**

We kindly request patients to only use the West View car park when they are in the building seeing clinicians. We are aware that some patients have left their cars in the car park whilst shopping on the High Street and there have been times cars have been left after the surgery closing time. Spaces are intended only for those patients attending the surgery. Please be aware, the front gates will be locked when the surgery is closed.

#### **NON ATTENDANCE OF APPOINTMENTS**

**Please contact reception staff if for any reason you may not be able to attend a booked appointment. Many hours of clinicians time are wasted by patients not cancelling appointments they can not attend.**

#### **KEYNSHAM HEALTH PARK**

The new Keynsham Health Park is now open. Keynsham Clinic has relocated from Park Road to the Health Park in St Clements Road. The telephone number is 01179 461000.

#### **Churches Together Luncheon Club**

Keynsham Churches Together hold a lunch club 1<sup>st</sup> Thursday of every month in the Key Centre, behind the Methodist Church Keynsham. Anyone who lives alone and would like an opportunity to meet with other people is welcome to join the Luncheon Club. Tea, coffee, cakes and a simple lunch for a small cost are on offer. The club begins at 11:30am and most people are gone by 2pm. There are no age barriers and a warm welcome would be available for anyone who attends.

#### **WEBSITE**

West View Surgery now has a web site available. The address is:

**[www.westviewsurgery.com](http://www.westviewsurgery.com)**

All up to date information is available on this website. The practice welcomes any information or suggestions for the site.