

Stockwood Medical Centre

Autumn Newsletter

SPECIAL POINTS OF INTEREST:

- Christmas Opening Times
- Flu Vaccinations still available

Issue 1

December 2018

Welcome to our first Newsletter

Here at Stockwood Medical Centre we are excited to bring you a new quarterly newsletter. We hope to bring key information about **your** surgery and **your** community to **your** attention.

Christmas Opening Times



Remember we're only closed for three days over the Christmas period, Christmas Day, Boxing Day and New Year's day—otherwise it's just business as usual here at the surgery.



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What's new at Stockwood

STAFF NEWS

We were delighted to welcome back two members of staff returning from maternity leave. Helen Stirland, Treatment Room Nurse, returned from maternity leave in August, and Dr Rosie Laurie who returned

from maternity leave last month. Rosie's now working on Mondays, Tuesdays and Thursdays. This means our clinical team is back to full service.

We have a new Nurse Practitioner, Ruth Dawes, joining us from December. Ruth did work

with us before as a Community Matron. For the past couple of years she's been working as a Nurse Practitioner at other practices, and we are delighted to welcome her back in this role here.



WE HAVE FLU VACCINATION APPOINTMENTS AVAILABLE. CALL US ON 01275 833103 OR COME TO RECEPTION TO BOOK YOURS

Community News



Open air Carol Service — Community sing-along and puppet show on Saturday 22 December @ 11:00am, Hollway Road shops—**FREE**

Nativity Service— Traditional nativity great for all the kids on Sunday 23 December @ 10:45am, at Stockwood Free Church, Ladman Road—**FREE**

Carols by Candlelight— Really popular (and fun) traditional carol service for all on Sunday 23 December @ 6:30pm at Stockwood Free Church, Ladman Road — **FREE**

Christmas Morning Service—not too serious short service for the whole family on Tuesday 25 December @ 10:00 am—at Stockwood Free Church, Ladman Road —**FREE**

For more information telephone:

01275 892093

What's On

The Mjog text messaging service has certainly reduced the number of 'No Shows'

Texting to Cancel Appointments

When you get your appointment reminder by text you can now text back **CANCEL** if you can't make it. Since we introduced this feature in February 2018 the number of appointments being missed has fallen by 33% - giving us more appointments we can use and re book for patients.



Patient Messaging

We're now using text messages to your mobile phone to communicate with you more and more. We've been inviting people in to their regular chronic disease clinics; we sent out the invites to the flu clinics by text this year.

And now the GPs are starting to text you about your test results.

So it's really important that we have the correct mobile number for you. Alternatively please let us know if you don't want to receive com-

munication in this way and we will use other methods to contact you.



National Patient Survey

THE GP PATIENT SURVEY



We did very well in the Patient Survey results again this year, still voted one of the Top 10 best Practices in the Bristol Area and top 3 in South Bristol!

Your Feedback

Since we started using our new text system, MJOG, we've been getting much more regular feedback from our patients about your experiences of our services. Every month we put the results of the feedback on our TV screen in reception so you'll be able to see it when you come in. We also look carefully at the comments and ideas that patients give us to see how we can improve the services further.



If you want to give us feedback more directly then come and join our Patient Forum.

This group meets with the Practice Manager twice a year, to look at how we can improve our services for our patients.

If you don't have the time to come to the meetings you can join our Virtual Patient Forum where we will email you details of the meetings and you can email in any suggestions you have.

Contact Reception for more details.

Simple Illnesses

TARGET **How long will your infection last?**

Earache **Most get better by 8 days**

Mon	Tue	Wed	Thurs	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Sore throat **Most get better by 7-8 days**

Mon	Tue	Wed	Thurs	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Cold **Most get better by 14 days**

Mon	Tue	Wed	Thurs	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Cough **Most get better by 21 days**

Mon	Tue	Wed	Thurs	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Antibiotics do not work for viral infections such as these noted above. For more information visit the NHS Choices website: www.nhs.uk

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MERRY CHRISTMAS & A HAPPY NEW YEAR

Stockwood Medical Centre Opening Times

We are open Monday and Friday from 8:30 am to 6:30 pm
Late surgery until 7:30pm on Tuesday, Wednesday and Thursday

Tel: 01275 833103

If you have enjoyed reading our newsletter, why not subscribe on our website? You will automatically receive a copy by email hot off the press as soon as the newsletter is uploaded! Sign up today at:

www.stockwoodmedicalcentre.co.uk

Community Events 2019

Did you know there are numerous community events held in South Bristol. Some aimed at the Over 50's, some at families and some where everyone is welcome. Please refer to the notice

board when entering the surgery reception for full details of what is going on. Here is an example of some of the events that will be taking place in 2019.

In our next edition we will be featuring some new contacts and faces who will be introducing some interesting developments for the community!

Title	Description	Date	Time	Cost	Venue	Contact
Whitchurch Railway Path Walk	A friendly group walk along tree-lined paths. Please arrive 10 mins early for your first walk	Monday (exc bank holidays)	10am - 11.30am	Free	South Bristol Sports Centre, BS14 9EA	0117 305 2365
Stockwood Happy Notes	Fun and friendly singing group with piano accompanist and professional teacher. All abilities welcome. Just turn up	Tuesday (term time only)	1pm-2.30pm	£4	Christ the Servant Church, BS14 8SP	0117 3052365
Stockwood Growing Together	A friendly community allotment group. No gardening experience required, all interests and skill levels welcome	Thursday	1-3pm	Free	Southern Links Centre, Whittock Road, BS14 8DQ	0117 3533503
Bingo	Every Sunday evening. For more info email enquiries@bs14club.com or call. Membership of BS14 club required (£8 per year)	Sunday	8pm	40p + books	BS14 Club, Stockwood Lane, BS14 8SJ	01275 833239
Forest School	Lots to make and do - fire making, mud painting, tree climbing, bug hunts and more	Monday (term time only)	10am - 11am	Free	Southern Links Children's Centre, Whittock Road, BS14 8DQ	0117 3533503