# PATIENT NEWSLETTER

## January 2023

| Self-Care | Pharmacy | 111 or Apps | GP Practice | Minor Injury Units | 999 / A&E |
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| Care for yourself<br><br>Minor Cuts & Grazes<br>Minor Bruises<br><br>Coughs<br>Colds<br>Sore throats<br>Flu unless you have severe symptoms and a long-term condition.<br><br>Be kind to yourself and rest! | Expert advice<br><br>Minor illnesses<br>Headaches<br>General pain<br>Stomach Upsets<br>Bites and Stings<br><br>We can also refer you to a pharmacist. They assess you via consultation and report back to us. | Non-emergency help<br><br>Out of hours<br><br>Anxious?<br>Unsure what to do?<br>Feeling unwell?<br>Need help? | Non-emergency help<br><br>Persistent symptoms<br>Long Term Conditions<br>Chronic Pain<br>New Prescriptions<br>Post Hospital Discharge Treatments, such as dressings, stitch/staple removals. | Urgent care<br><br>Breaks and Sprains<br>X-Rays<br>Cuts and Grazes<br>Fevers and Rashes | Emergencies only<br><br>Chest Pain<br>Major Blood Loss<br>Choking<br>Blacking Out<br>Major Trauma |
| Check your medicine cabinet | Pharmacy of your choice | Dial 111 or visit 111.nhs.uk online | Call on 01242 672669 or come to reception | Tewkesbury Hospital 0300 4216100 | Cheltenham or Gloucester Hospitals |

## Self-Check-In screens

When coming to the medical centre for your appointment please use the Self Check-In screens located either side of the reception desk.

Initially put in your birth month and date you were born. Please be aware you will need to press the actual number, for example if you were born on the 12th, press the 12 on the screen. Then the first letter of your last name. The screen will then mark you as arrived, inform you which waiting room to proceed to, and which clinician you will be seeing for your appointment.

Using the self-check-in option removes the need to queue. Allowing the patient advisor to concentrate on:

- Making future appointments for patients
- Managing enquiries
- Processing mail
- Handling deliveries
- Processing prescriptions
- Preparing samples and paperwork for the hospital laboratory

# Hints and Tips

If you're use Systmonline or the NHS App, you can check your own blood tests results at your convenience, and other test results as they are updated.

## Are you a Carer?

Let us know if you are a carer for someone who is a patient at the Practice. We work closely with the Gloucestershire Carers Hub and together we can make sure you are made aware of any support, events, guidance that is available. It is also important to make sure we have details and consent logged on our systems.

## Car Parking at Cleevelands

Unlike many GP Practices, we are fortunate to have a reasonably sized car park. However, the spaces are not unlimited.

So please observe the following for the safety and benefit of all:

- 5mph maximum speed
- Keep an eye out for pedestrians
- Please park within the white guidelines
- Please do not use the Staff Car Park at the far end. Doctors and Nurses need to be able to come and go throughout the day.
- The ambulance bay is for ambulances only.
- Due to the number of cars parked on Sapphire Road, especially opposite the junction - please take care.

# You Asked We Actioned

**Q:** Is it possible to have more appointments available for the same day?

**A:** We recruited an Advanced Care Practitioner.

**Q:** Could we have more Advice and Guidance available?

**A:** Our website, Facebook page, reception screens and waiting room leaflets are kept up to date for you to refer to. We also provide a monthly newsletter.

**Q:** Could we have a prescription box available on the car park side of the building?

**A:** The old plastic one was removed and a new secure one is now attached to the wall between the glass doors.

# Practice Updates

We are pleased to have Dr Julie Jackson an experienced GP from Gloucestershire join us. Dr Jackson will usually work with us on Tuesdays and Wednesdays.

We are also lucky to have Miss Lana Stevens join us as a specialist nurse in Mental Health. Her usual working days with us are Wednesday and Friday.

## Changed your address, home number, mobile or email? Please let us know via our website.