



# Mendip Country Practice

The Patient Newsletter for Winter 2011/12

## Surgery Opening Hours

	Open	Closed
Monday	8.00 am	6.30 pm
Tuesday	8.00 am	6.30 pm
Wednesday	8.00 am	6.30 pm
Thursday	8.00 am	6.30 pm
Friday	8.00 am	6.30 pm
Saturday	8.00 am	11.00 am
Sunday	Closed	Closed



## Christmas Opening Hours



	Open	Closed
22 <sup>nd</sup> December	8.00 am	6.30 pm
23 <sup>rd</sup> December	8.00 am	6.30 pm
Christmas Eve	8.00 am	11.00 am
Christmas Day	Closed	Closed
Boxing Day	Closed	Closed
27 <sup>th</sup> December	Closed	Closed
28 <sup>th</sup> December	8.00 am	6.30 pm
29 <sup>th</sup> December	8.00 am	6.30 pm
30 <sup>th</sup> December	8.00 am	6.30 pm
New Years Eve	8.00 am	11.00 am
New Years Day	Closed	Closed
2 <sup>nd</sup> January	Closed	Closed
3 <sup>rd</sup> January	8.00 am	6.30 pm

## On-Line Services



Patients can find out more about the practice, order repeat prescriptions and book telephone appointments on our website:

[www.mendipcp.co.uk](http://www.mendipcp.co.uk)

## Data Protection

We are unable to give out information regarding patient appointments, results, etc, to anyone other than the person concerned unless there is written authorisation by that person for someone else to collect this information for them.

## Surgery Closure Mornings

Please note that general surgery will be closed for staff training on the mornings of Tuesday 6<sup>th</sup> December, Tuesday 7<sup>th</sup> February, and Tuesday 6<sup>th</sup> March.

**On these mornings there will be a duty doctor surgery.**

## Do you know what the Nursing Team can offer you?

You don't always need to see a Doctor, our dedicated nursing team offer morning and evening appointments daily in the treatment room, for dressings, ear syringing, injections, removal of stitches, blood pressure checks, blood tests and more.

Blood appointments commence from 8.15am and general appointments with our nurses continue up until 6.00pm. If possible please give the reason for your visit when booking to see one of our nurses, to make sure adequate time is allowed for you to be seen.

## Antibiotics – Do They Help?

All colds and most coughs and sore throats are caused by viruses. Antibiotics are important medicines used to treat infections caused by bacteria. However, if a cold is making you feel under the weather, antibiotics aren't going to help.

The best way to treat most colds, coughs and sore throats, is plenty of fluids and rest.

Ask your pharmacist for advice on over the counter remedies to ease symptoms, such as paracetamol, for example.

If the cold lasts more than three weeks, or you have become breathless or have chest pains, or already have a chest complaint, please see your doctor.

Further information can be found on [www.nhs.uk/antibiotics](http://www.nhs.uk/antibiotics)

## Christmas Prescription Ordering

Please make sure any repeat medication you will require over the festive period is ordered in advance.  
Thank you.

## Dispensary News

### Pharmacy Application

The surgery staff would like to thank everyone for their outstanding community spirit and continued support against the current pharmacy application.

### Awards

We are pleased to announce that Teresa Hull has received the UK Dispensing Assistant Award for 2011. This award acknowledges the dedication and outstanding service that Teresa has provided to the community of Coleford and district throughout her employment.

Also congratulations are in order to Karen Kittlety who has recently passed her level 2 Dispensing Assistant Drs Course.

Well done to both!...

## Surgery News

### Staff changes

The Practice is pleased to announce that Dr Emily Matheson has had a healthy baby boy and is expected back to the surgery in mid March 2012, and would like to give thanks to Dr Erika Andrews who is currently providing maternity cover until the end of January 2012. We wish Erika well and look forward to seeing her back at the surgery in the future.

The Practice also takes pleasure in welcoming Dr James Gordon Registrar to the practice, who will be with us until July 2012.

We would also like to welcome Samantha Pitt who joined the team at the beginning of November as the newly appointed PA to the Practice Manager here at the surgery.

Patients will have noticed that Vicky Wickham has returned from her maternity leave, and is carrying out a split role between reception and Health Care Assistant.

### Patient Participation Group

We now have a new Patient Participation Group, which has been formed to provide a link between the Practice and members of the community. Members of the group are:-

Chair - John Griffin 01373 461316  
Secretary - Charlotte Peat  
Val Horler - 01373 812185  
Robin Bradbury - 01373 813713  
Michael White - 01373 813190  
Margaret Booth - 01373 813499

Group members are happy to be contacted on the numbers provided, by anyone who is interested in putting their thoughts and suggestions forward to the group.

**For those who have a vision problem and find it difficult to read this printed version of the newsletter then please ask for a copy with larger print or view on-line.**

We would welcome any feedback or ideas from patients on what you think of our newsletter, and what you would like included in future issues.