



# Windhill Green Medical Centre & Cliffe Avenue

## PATIENT NEWSLETTER

### AUTUMN 2009



**Autumn is upon us!** Welcome to the Autumn addition. Our aim is to provide lots of topical information, health advice and news about the practice. This is our 2nd newsletter and if you have any ideas on what you would like us to include in subsequent additions, please do let us know. We have already received a small amount of positive feedback to our 1st newsletter as well as a few suggestions, which will be considered by the Practice. Please feel free to leave a comment or a suggestion in one of our suggestion boxes, which are located within the patient waiting areas at each surgery.

### Cliffe Avenue plans are passed



to extend the Surgery, which will create two additional consulting rooms. Although we have not yet been given a date when the work will commence, the Practice are excited about the new development plans. Once this work has been completed it is our intention to then look at improving other areas within the building which are in need of re-decorating.

**Dr Bibby gets on his bike** for charity and will ride from London to Paris! The "folding bike" challenge started on the 9th Sept and finished in Paris on 13th September. Dr Bibby raised £ for the British Heart Foundation which will help support the fight against heart and circulatory disease - UK's biggest killer! After the challenge Dr Bibby said: "

### Annual FLU sessions are arranged

for the following dates:

Windhill Green	Cliffe Avenue, Baildon
10 Oct - Sat 08.30 - 11.30	17 Oct - Sat 8.30 - 11.30
15 Oct - Thurs 12 - 4.00 pm	21 Oct - Wed 8.30 - 12 noon
07 Nov - Sat 08.30 - 11.30	

There are several other sessions arranged with the Practice Nurses. The sessions are **by appointment only** for "at risk" groups and patients over 65 years. Those patients should now have been contacted by letter. If you feel you too should have been contacted, please contact the Surgery and speak to a member of the Practice staff.

**W.I.S.H we could help...** If you're aged 13 - 19 there's a new service just for you! It is a drop-in service (no appointments needed) and it's held in the Emerald Suite at the rear of Windhill Green Medical Centre, every Thursday from 3pm - 6pm. Should you need any **confidential** advice or information about anything and everything to do with health, stress, sex, spots, smoking, alcohol, drugs - you name it, the WISH crew can help. No need to register with anyone, you can simply walk-in, follow the poster and arrow trail to the service waiting area, where the staff are there to listen - **not to tell!**

### Patient Involvement Forums

are held every two months and are another great way of finding out what is happening within the practice. The forums are run by patients for patients, so please feel free to join them. Details of the dates and times are displayed on the Patient Involvement Forum (PIF) notice boards, within the surgery waiting Rooms. The next meetings will be held on **22 Oct** and **10 Dec** at Windhill Green. Please contact Nita Brook at Windhill Green, for further details. Tel: 584223 or email Nita at: [nita.brook@bradford.nhs.uk](mailto:nita.brook@bradford.nhs.uk)



**Swine FLU** "at risk" groups are the same categories as for the normal flu vaccine, with the addition of ladies who are pregnant and those who have household contacts of patients with poor immune systems e.g. patients on Chemotherapy. Once the vaccine becomes available we will start to offer the vaccine to all these "at risk" groups. A letter will be sent inviting them to attend for vaccination. We are expecting the vaccines to arrive late September and therefore those attending for the annual FLU clinics may be offered **both** at the same time. **It is important that these high risk groups are vaccinated before any other Patients.** If you are **not** a "high risk" patient you will be asked to wait until these patients have been offered the vaccine. Once they have been vaccinated we can then offer the vaccine to our remaining patients, but this may **not** be until December 2009. The practice would welcome your patience and understanding, that those most at risk should be vaccinated first and understand the practice is following the Government policy. **Please note: If you have flue like symptoms or are concerned you may have "Swine Flu" do not attend the surgery or the hospital A & E Department. Please contact the National Pandemic Flu service on: 0800 1513 100.**

### A Birthday is arranged in "Cowboy fashion".

One of our Emerald Suite receptionists "Annette Hickey" will celebrate her 50th birthday in true western style on 9 October. Annette enjoys line dancing and has organised a party where the dress code is strictly cowboy style! Her friends from the practice will be joining her.



**and finally...** it is hoped the **Self-Arrival** screens recently installed, will help reduce the number of patients who have to wait at the reception desks. Self check-in is simple, and takes a few seconds, just follow the on screen prompts. Please do have a go, but if you encounter problems, our staff will be happy to help you.

## General Practice Information

### Surgery Opening Times

Day of the Week	Windhill Green - 595951	Cliffe Avenue - 584561
Monday	8.30 - 11.20 am 2.30 - 3.40 pm 3.40 - 6.00 pm	8.30 - 11.40 am 4.10 - 6.00 pm
Tuesday	8.30 - 11.20 am 2.30 - 4.30 pm 3.40 - 6.00 pm	8.30 - 11.40 am 3.40 - 6.00 pm
Wednesday	8.30 - 11.20 am 2.30 - 4.30 pm 3.40 - 6.00 pm	8.30 - 11.40 am 12.40 - 3.10 pm 3.40 - 6.00 pm
Thursday	8.30 - 11.20 am 4.00 - 8.00 pm	8.30 am - 11.40 am 4.20 pm - 6.30 pm
Friday	8.30 - 11.20 am 2.30 - 4.30 pm 3.40 - 6.00 pm	8.30 - 11.40 am 3.30 - 6.00 pm
Saturday	8.30 - 11.30	Closed

The service provided out of normal practice hours is for **emergencies**, which cannot wait until your surgery re-opens. Please contact the practice in the first instance and you will be given the telephone number for the “out of hour’s” service.

### Telephone Consultations

In addition to the above surgery times, we can also offer patients telephone consultations. These are normally available daily, 11.30 – 12 noon and can be arranged by contacting the surgery to request a telephone consultation.

### Repeat Prescriptions

Repeat prescriptions can be ordered daily during 11 am – 4pm. The practice will not normally accept requests outside these times. **Please note requests in most instances require 48 hour notice.**

### Home Visit Requests

Patients who request a home visit should do so **before** 10.30 am each day.