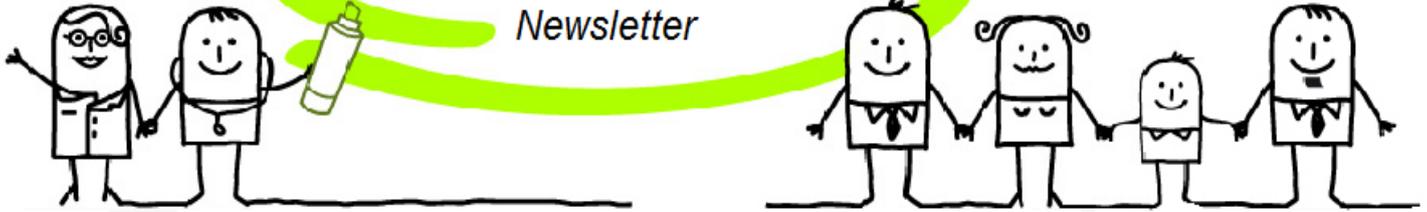


# Richmond Hill Practice Newsletter



Welcome to the Richmond Hill Practice Newsletter which will be available every 3 months. It will help you keep up to date on news and events which may affect you as a patient.

## Christmas Opening Times

Christmas Eve: 8am - 4pm  
Christmas Day: CLOSED  
Boxing Day: CLOSED  
New Years Eve: 8am - 4pm  
New Years Day: CLOSED



## MERRY CHRISTMAS

Please make sure you order your repeat prescriptions before Friday 21st of December just to make sure you have sufficient medication for the Christmas Holidays. If you are in need of medical attention during closing hours please call the usual number **0844 387 9007**

Richmond Hill Practice would like to wish you a very Merry Christmas and a cracking New Year!



## APPOINTMENTS!

- Rather than using a Doctors appointment we have a Practice Pharmacist called Beverly Walker available to do your Medication Reviews.
- We have two Triage Nurses available to speak to you on the telephone. They are able to issue a prescription or refer you to see a Doctor if needed. Please call at 8am for a morning telephone call and 12pm for an afternoon call.
- We open 48 hour appointments every day and also two weeks ahead from that day. Please call at 8 o'clock in the morning if you want a particular appointment with a Doctor or a Nurse as we cannot guarantee an appointment if calling later on in the day. Our staff will try their best to allocate you an appointment.
- If you would like to book appointments online, please contact the surgery so one of our receptionists can send you the correct information.
- Emergency appointments are available every day. If you

require a morning appointment please call from 8 o'clock and if you require one for the afternoon please call from 12 o'clock. Most emergencies are triaged by the nurse first and if needed will be referred to see a Doctor.



## Tickled Pink!

All the staff, Doctors & Nurses at Richmond Hill Practice raised £140 in aid of Breast Cancer in October. From pink scones to hot pink jelly it definitely was a Tickled Pink event

### BREAST AWARE!

Across the UK, 48,000 people, including 300 men, are diagnosed with breast cancer every year. Breast cancer is now the most common cancer in the UK so please make sure that you are breast aware. It is as simple as **TLC!**

- **Touch** your breasts. Can you feel anything unusual?
- **Look** for changes, Is there any change in shape or texture?
- **Check** anything unusual with your Doctor.

**0808 800  
6000**



**If you are invited to have a mammogram, it is recommended you attend as it is very important in the diagnosis of the first signs of cancer.**

# Our practice has a zero tolerance for abusive patients. Please do not verbally or physically abuse our staff!!



## DO YOU REALLY NEED ANTIBIOTICS?

Antibiotics are important medicines. They help fight infections that are caused by bacteria. When an antibiotic is no longer effective it is a major problem. It is one of the most significant threats to patients' safety in Europe. Antibiotic resistance is driven by overusing antibiotics and prescribing them inappropriately. It's important that we use antibiotics the right way, to slow down resistance and make sure these life-saving medicines remain effective for us and future generations.

### What is causing this problem?

- not completing a course of antibiotics
- skipping doses of antibiotics
- not taking antibiotics at regular intervals
- saving some for later

**Use antibiotics wisely, when needed, when prescribed!**  
**Remember antibiotics won't help your defences against viral illnesses!**



### Keep warm, Keep Well

As the Winter months are getting colder the best way to stay well is to keep warm. Keeping warm over the winter months can help prevent colds, flu or more serious health conditions such as heart attacks, strokes, pneumonia and depression. With rising fuel bills and the prospect of another cold winter, older and vulnerable people are at risk.

**If you know of anybody who you think is at risk please help.**



For information please visit [www.nhs.co.uk/livewell](http://www.nhs.co.uk/livewell)

### Repeat Prescriptions

If you, or someone you care for, use the same medicines regularly, you may be able to benefit from repeat dispensing from the pharmacist. This means you won't have to visit the surgery or see a Doctor every month when you need more medication. If you would like to take advantage of this service please visit the surgery for more information.

A leaflet is available at the prescription desk so please take one if you are interested.



### Please note....

- The practice is closed every Wednesday from 12:15 until 1:30pm for training purposes. Please call the usual number in the event of an emergency.
- Please be aware that there is a charge for non general medical services such as private medicals, letters and passports etc. Please ask at the surgery for more details.
- Our Patient Experience Survey is now available. If you would like to participate, a copy can be found at the booking in desk or on our website if you want to complete it at home. This years results will also be available on our website.
- We have a patient participation group. If you want to get involved please see our website for more information.
- The new Health Centre is now under development and will be built on the old Kwik Save site on Craddock Road. The old building has now been demolished so its full steam ahead! Please view plans at the Health Centre entrance.

**Richmond Hill Practice are taking on new patients. Please refer to the practice website for more details.**

**KEEP IT  
OR  
CANCEL**

**HAVING PROBLEMS MAKING AN APPOINTMENT?  
Every month on average 200 appointments are missed! Please make sure  
if you don't need an appointment, you cancel it!**



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