

# IF YOU DON'T NEED YOUR APPOINTMENT, PLEASE CANCEL IT!

## Pamperology

The E'scent'ial Therapy Community Interest Company offer complimentary Therapy services for people with disabilities, learning disabilities, the elderly, carers and all those requiring help to alleviate the symptoms of pain, stress and anxiety to improve health & wellbeing. If you feel yourself or someone you know may benefit from this service, please contact us. The doctor will need to refer you first.



If you don't receive a text message reminder for your appointment, this could be for many reasons e.g. computer error, mobile phone network, incorrect number etc. Please don't use this as an excuse or reason for missing your appointment. This free service is a reminder only and we would like to think you accept responsibility for the appointment you have made. We would advise you to make a note of your appointments in your diary, mobile phone or maybe pop a note on your fridge. 😊



## Airedale Stroke Facility

Airedale Hospital has improved its Stroke Services by moving its early response beds to Bradford Royal Infirmary, retaining the acute stroke and rehabilitation unit in house. This apparent contradiction means that stroke victims from Pendle East will automatically be taken to the nearest hyper-acute unit, usually at Blackburn, for those critical first 48 hours of care under a specialist team available all the time. Centralising initial treatment ensures that the highest standards of consultant, stroke team and facilities are on hand for immediate diagnosis and intervention which improves the outcome and delivers one of the best stroke services in the UK. Once the patient is stabilised they can be transferred to Airedale for continuing care or rehabilitation if the patient and their family prefer. If you need further information on this (or for any other Airedale information) please contact the Airedale Public Governor for Pendle, Jerry Stanford on 860050 or [jerrystanford@btinternet.com](mailto:jerrystanford@btinternet.com).

## Patient Participation Group (PPG)

We have been attending the groups now for over a year and we are finding them to be very useful and informative. The results of all our meetings to date are now accessible on our website and you can have a read about what has been discussed and the outcomes. To help us achieve our aims we need you, the patients, to pass on your thoughts to us so that we can take them forward. You can contact the chair man of the group, Jerry Stanford.

[jerrystanford@btinternet.com](mailto:jerrystanford@btinternet.com)

## Friends & Family Test

Very soon, the results for the Friends and Family Test will be available to view on our website. You will be able to see our practice scores every month and the feedback regarding the questions we ask. Keep your eyes pinned for information at the surgery.

**If you are in a queue and don't have an appointment, please be patient and stand back to give the person in front some privacy.**

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.

Every Wednesday from 1:30 - 3:45 pm we hold a stop smoking clinic at the surgery. If you feel you need some advice or want to stop smoking this clinic is for you.

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.

If you have recently been **discharged from inpatient care in hospital** our Care Navigator Joanne or Colette will be giving you a quick call to see how you are, so if you have any problems at all please do not hesitate to tell them.

Please remember that prescriptions take 2 working days to process

### For your information....

#### OPENING TIMES

Monday: 8 - 6:30 pm  
Tuesday: 8 - 8 pm  
Wednesday: 8 - 6:30 pm  
Thursday: 8 - 6:30 pm  
Friday: 8 - 6:30 pm

#### CLOSED SATURDAY & SUNDAY

We also offer extended hours—please ask one of the girls at reception.

Did you know that you can sign up to a local pharmacy to collect your repeat prescription? All you need to do is contact the pharmacy of your choice and sign a form.

All **hospital prescriptions must be collected from the hospital pharmacy** as certain medications are not available from your GP or local pharmacy.

Please make sure that if you hand in a sample, your name and date of birth is present. We can not process your sample if we do not know who you are.

**ALL SAMPLES MUST BE HANDED IN BEFORE 3PM.**

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# Richmond Hill Practice

01282 731731

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

Colne Health Centre  
Craddock Road, Colne,  
BB8 0JZ



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

## Merry Christmas

The festive season is fast approaching. Please make sure you give yourself plenty of time to order your prescriptions. They will still take 2 working days to process.



You can order your prescriptions via email, our website or by your repeat side of your prescription. If you use a selected pharmacy, they might also take your request.

[repeats.p81025@nhs.net](mailto:repeats.p81025@nhs.net)  
[www.therichmondhillpractice.co.uk](http://www.therichmondhillpractice.co.uk)

## Keep warm and safe in Winter

Keeping warm over the winter months can help prevent colds, [flu](#) or more serious health conditions such as [heart attacks](#), [strokes](#), [pneumonia](#) and [depression](#). You can prevent all these by doing the following:-

- Keeping your house warm
- Eating well
- Wearing warm clothing and wrapping up
- Having your flu jab
- Stay safe and warm whilst travelling.

For more info n how to keep warm and safe in the Winter please visit [www.nhs.uk/livewell./winterhealth](http://www.nhs.uk/livewell./winterhealth)



**Don't forget to have your flu jab.** If you are eligible, please book an appointment. We have walk in clinics and bookable appointments.

If you receive an appointment reminder via text and you want to reply to that message and cancel it. Please make sure you text back with the word **CANCEL** and this word only as our MJOG service will not recognise anything else, therefore not cancelling your appointment. The instructions within the message are nice and easy to follow.



## Aawaz

The voice of Asian Women across the nation.

Aawaz can assist and enable women to help their development and so help themselves.

Tel: 01254 398176  
Email: [info@aawaz.org.uk](mailto:info@aawaz.org.uk)  
[www.aawaz.org.uk](http://www.aawaz.org.uk)

## Telecare

(Assistive Technology)

Assistive Technologies are equipment to help people do every day activities that are difficult or have become difficult. They support the person and help them stay safe and independent in their own home for as long as possible. This help the following people -

- People who are high risk of falls
- Carers require access
- People who cannot vacate the property unaided in an emergency i.e. fire.
- Somebody who is at risk of under/ overdosing on medication
- Someone who is at high risk of blackout/ fainting/ stroke/ TIA/ or has dementia or other memory problems

Customer Service Centre 0300 123 6720

Richmond Hill Practice prides itself on delivering a high standard of professional medical care for all the family. Your physical & mental wellbeing is our priority and we aim to achieve this at all times with dignity and respect.