

Chat from St Catherines

www.stcatherines-surgery.co.uk

Welcome to our Newsletter Number 12

Christmas edition 2005



Your Next Appointment

Date:.....

Time:.....

With:.....

CHRISTMAS AND NEW YEAR OPENING TIMES

Monday 19 th December –Friday 23 rd December	Regular working hours 8am to 6:30pm
Christmas Eve	Out of Hours service only –phone 08454 220220
Christmas Day	Out of Hours service only –phone 08454 220220
Boxing Day	Out of Hours service only –phone 08454 220220
Tuesday December 27 th	Out of Hours service only –phone 08454 220220
Wednesday 28 th December –Friday 30 th December	Regular working hours 8am to 6:30pm
Saturday 31 st December	Out of Hours service only –phone 08454 220220
New Year's Day	Out of Hours service only –phone 08454 220220
Monday 2 nd January	Out of Hours service only –phone 08454 220220
Tuesday 3 rd January – Friday 6 th January	Regular working hours 8am to 6:30pm

Please note that we will be closed for 4 days over the Christmas period. Make sure that you check your repeat medication to see that you will have enough to last you over this period. If you are going to run out, then order some more in that week before Christmas.

PATIENT SURVEY

Thank you to all those who took part in our patient survey in November, which took the form of a questionnaire prepared by an independent organization. We have now sent all the completed questionnaires back to the organization and they will analyse the results and send us a report. This will give us your opinion of St Catherine's Surgery and its doctors and staff. Once we have those results we will meet up with a patient group and discuss improvements that could be made. We will put some information on the results of our survey in the next newsletter.



CAR PARKING AT ST PAULS

We are very aware about the car parking problems for users of St Pauls'. This is a problem not just for patients but for doctors and staff as well. Unfortunately there is no obvious solution given the number of people who use the centre, other than a multi storey carpark which though ideal would be too expensive to build. Discussions are going along considering other ways that the parking situation could be improved but there is unlikely to be much change to the situation over the winter as this is the time of heaviest usage for any surgery. Please allow plenty of time before your appointment to find a parking space. In really busy times such as Monday mornings, it may be necessary for you to park off site and walk to St Pauls. If you are not able to walk far, it may be a good idea to have someone drive you to the surgery who can drop you off here and then fetch you once your appointment is over.

FLU VACCINATION CAMPAIGN

Our flu vaccination campaign is now drawing to a close and the majority of patients who were sent a letter asking them to attend for a flu vaccination have now had their flu jab. We still have a few flu vaccinations left for those at risk patients who have for one reason or another have not taken up the offer of a flu jab yet. We are not able to offer flu jabs to the general public because this is not part of the role of General Practice and we only order enough flu vaccine to cover those patients covered by the government flu vaccination campaign requirements.

PHYSIO DIRECT

This is a telephone service that has been set up to provide early advice and management for people with back/neck/joint problems or following injuries.

If you phone the service you will speak to a Chartered Physiotherapist based at St Paul's Medical Centre.

How and when do I contact the service?

Tel: 01242 215037 on weekdays 10.30 a.m. - 12.30 mid-day. You call will last about 15 minutes while the physiotherapist assesses your problem. The Physiotherapist will be able to offer advice, and an exercise schedule can be sent to you through the post. If needed, an appointment at the Physiotherapy Department at St Pauls for further assessment. This service is a valued one, so if you find the phone line is busy -keep trying.

USEFUL TELEPHONE NUMBERS

<u>Benefit Enquiry Line</u>	0800 882200
<u>Childline</u>	0800 1111
Citizens Advice Bureau	
<u>Cheltenham</u>	01242 522491
<u>Cotswold Counseling Centre</u>	01285 885830
<u>Domestic Violence Advice Line</u>	01452 500115
<u>Eating Disorders Association</u>	01603 621414
<u>G'shire Assoc for Disability</u>	01453 885587
<u>Glos. Assoc. for Mental Health - GAMH</u>	01452 416575
G'shire Drug & Alcohol Service (GDAS)	01452 381166
<u>Listening Post</u>	01452 383820
<u>Parents under Stress</u>	08088 002222
<u>Postnatal Illness Assoc</u>	02073 860868
<u>Relate</u>	01452 522071
<u>Samaritans</u>	0845 7909090
<u>NHS Direct</u>	0845 4647