



## KIRBY ROAD SURGERY CHRISTMAS NEWSLETTER 2017

Season's Greetings and a Merry Christmas and a Happy New Year to everyone from the doctors and staff at Kirby Road Surgery

### Christmas Opening Hours

Over Christmas and the New Year the practice will be closed on 25<sup>th</sup> and 26<sup>th</sup> December but open as normal on Wednesday 27<sup>th</sup> December 2017. We are also closed on the 1<sup>st</sup> January but open as usual on the Tuesday 2<sup>nd</sup> January 2018.

Day	Date	Opening Hours
Friday	22 December 2017	7.00 – 18.00
Saturday and Sunday	23 & 24 December 2017	Closed
Monday & Tuesday	25 & 26 December 2017	Closed – Public Holiday
Wednesday	27 December 2017	8.00 – 18.00
Thursday	28 December 2017	8.00 – 18.00
Friday	29 December 2017	8.30 – 18.00
Saturday	30 December 2017	8.30 – 11.30
Sunday	31 December 2017	Closed
Monday	1 January 2018	Closed – Public Holiday
Tuesday	2 January 2018	8.30 – 18.00

### PRESCRIPTIONS

Please ensure any repeat prescription requests are made well in advance of these periods of closure to ensure you are not left without medication while we are closed. Prescriptions are available to collect 48 hours after ordering (not including weekends or Bank Holidays). We **do not** accept telephone requests for repeat prescriptions. There is a facility to request prescriptions on-line at [admin.kirbyroad@nhs.net](mailto:admin.kirbyroad@nhs.net) but please do not use this email address for anything other than prescription ordering. Have you nominated a chosen Chemist to receive your prescriptions electronically? We are then able to track your electronic prescription via the electronic system - Electronic Prescription Service (EPS)

Using the EPS Tracker the practice and/or your chemist can see:

1. When your prescription has been electronically signed.
2. That your prescription has been sent (via the “Spine”) to your pharmacist and is waiting for them to download it.
3. That your prescription has been downloaded by your nominated Chemist.
4. That your prescription has been dispensed.

If at all possible we would ask that you avoid making routine medication requests and/or request routine (non urgent) appointments on either Friday 22nd December or Wednesday 27<sup>th</sup> December. Inevitably these days will be very busy and we would like to ensure we are available for as many urgent needs as possible. Thank you for your help in this matter.

**Please cancel your appointment if you cannot make it, so that it can be reused for other patients. Unfortunately, we had 199 appointments in the last month that patients did not attend or cancel.**

#### **What to do when we are closed**

**NHS 111 Service** that has been introduced to make it easier for you to access local NHS Healthcare Services in England. You can call 111 when you need medical help fast and it is a fast and easy way to get the right help, whatever the time.

Only use 999 in a real emergency such as chest pains or breathing difficulties.

The Accident and Emergency Department should only be used if there is a genuine emergency.

#### **Self Help**

##### **Home Treatment**

Remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following.

- Paracetamol and Aspirin (children under 16 and people with asthma should not take Aspirin).
- Mild laxatives & anti-diarrhoeal medicine.
- Rehydration mixture.
- Indigestion remedy (for example, antacids).
- Travel sickness tablets.
- Tweezers and sharp scissors.
- A thermometer.
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

Remember also to keep the medicine chest in a secure, locked place out of the reach of small children. Always read the instructions and use the suggested dose. Watch expiry dates – do not keep or use medicines past their sell-by date. Take all unwanted and out-of-date medicines back to the pharmacy.

With Best Wishes for a Happy and Healthy New Year  
From the Kirby Road Surgery Team

**DOCTORS' WORKING PATTERNS  
2017**

	Morning	Afternoon
<b>Monday</b>	Dr O'Toole Dr Schutte Dr White	Dr O'Toole Dr Schutte Dr White
<b>Tuesday</b>	Dr Schutte Dr Corriette Dr White	Dr Schutte Dr Corriette Dr White
<b>Wednesday</b>	Dr O'Toole Dr Schutte Dr Corriette	Dr O'Toole  Dr Corriette
<b>Thursday</b>	Dr O'Toole Dr Schutte Dr Corriette Dr White	Dr O'Toole  Dr Corriette Dr White
<b>Friday</b>	Dr Schutte Dr Corriette Dr White	Dr Schutte Dr Corriette Dr White
<b>Saturday</b>	Dr Schutte alternate Saturdays	

**NURSES' WORKING PATTERNS**

	Morning	Afternoon
<b>Monday</b>	Loretta Jayne	Loretta Jayne
<b>Tuesday</b>	Loretta Jayne	Loretta Jayne
<b>Wednesday</b>	Hilary Jayne	Hilary Jayne
<b>Thursday</b>	Hilary Loretta	Hilary Loretta Jayne
<b>Friday</b>	Hilary Loretta	Hilary Loretta Jaynes
<b>Saturday</b>	Jayne alternate Saturdays (working alongside Dr Schutte)	

**There are also early and late appointments available – please ask at Reception.**

All our nurses run specialist Clinics mostly in the afternoons but they also do General Nursing Clinics and Minor Illness Clinics.

Hilary also looks after all our patients with heart problems, Coronary Heart Disease Clinic.

Loretta also looks after all our patients with diabetes, Diabetic Clinic.

Jayne also looks after all our patients with respiratory problems, she has an Asthma and COPD Clinic.