



**Hanham Surgery**  
33 Whittucks Rd  
Hanham  
Bristol  
BS15 3HY

**Oldland Surgery**  
192 High Street  
Oldland  
Bristol  
BS30 9QQ

0117 9352 318      0117 9352 318

**Emergency line**  
**0117 9676 482**



**Be the First to Hear!**

Many of our patients have said they would like to receive the latest news from Hanham Health direct to their inbox.

No problem, if you have an email address and would like to receive updates from us, please complete your details on one of the slips available on the Reception desk and we will add you to our mailing list.

Please pass all completed slips to the receptionist on duty.

Rest assured that you will only receive emails from Hanham Health and you can opt out of this service at anytime by notifying us in writing via [enquiries@gp-L81079.nhs.uk](mailto:enquiries@gp-L81079.nhs.uk)



You can like us on Facebook where you will also find the latest news and updates from the surgery.

**Latest News**

Sadly Dr Sarah Pepper and Nicola Bebb one of our Nurse Practitioners will both be leaving us at the end of July for pastures new and we wish them all the best for the future. They have served Hanham Health with great dedication over the years and will be missed by their colleagues as well as patients.

Good news though is that Dr Irorho Mousah joined us on Monday 30th June and will be working as an 8 session doctor and Dr Laura Hinchliff will also be joining us in August. We are continuing with further recruitment of clinical staff so watch this space for further announcements.

Our Reception team has also seen the introduction of 2 new faces. Jackie and Rachel have recently joined us and following their induction programme will be more than happy to help with any enquires that you have.

We would also like to announce that Lucy Murrell, one of our Health Care Assistants has recently completed her nursing qualification and will be changing roles within the practice. Lucy will now work as a practice nurse within the treatment room and as a result we can offer additional nursing appointments.

On the topic of additional appointments, Hanham Health is pleased to confirm that we will be opening our doors both earlier and later on various days for those patients who find it difficult to attend appointments during working hours.

Every week we will be offering early morning appointments (between 7.30am and 8.00am) and evening appointments (after 6.30pm).

In addition we will also be offering appointments on one Saturday per month either at Hanham or Oldland for pre-booked appointments only (our phone lines will not open and we will be unable to see patients who walk in without an appointment). These appointments will be a combination of GP, nursing and blood tests.

Our Patient Participation Group has been consulted on this proposal and fully endorsed the plans at their May 2014 meeting.

The dates for the 2014/15 Saturday surgeries are listed below but please be aware these may be subject to change. Our Reception Team will be able to confirm dates on enquiry:

(Saturday 28th June - Oldland Surgery)	Saturday 8th November - Hanham Surgery
Saturday 12th July - Hanham Surgery	Saturday 13th December - Oldland Surgery
Saturday 9th August - Oldland Surgery	Saturday 10th January - Hanham Surgery
Saturday 13th September - Hanham Surgery	Saturday 14th February - Oldland Surgery
Saturday 11th October - Hanham Surgery	Saturday 14th March - Hanham Surgery

**Interesting Facts for June 2014**

Number of patients seen: 9,768  
 Number of Telephone Consultations made: 3,574  
 Number of Incoming telephone calls handled: 9,684  
 Number of items prescribed: 32,758  
 Number of appointments for which the patient did not attend: 484  
There are currently 21,151 patients registered with Hanham Health



### Useful contacts

If you require medical advice when the surgery is closed call **111**

If you suffer a minor injury (such as cuts & grazes, sprains & strains, bites, minor burns etc) you can visit Yate Minor Injury Unit situated within the Westgate Centre.  
**01454 315355.**

Shaunaks pharmacy (situated within Hanham Surgery) **0117 9673 349**

District Nurses  
**0117 9805 747**

Midwives  
**0117 9805 737**

## Newsflash!

- Pregnant women can safely help protect their babies by getting vaccinated against Whooping Cough when they are 28—38 weeks pregnant. You should also have the vaccination again even if you have had it in a previous pregnancy as you are offering protection to the baby. Immunity in the mother wanes. Ask now to make an appointment.
- If you have a minor illness the following website can provide useful information: website <http://www.patient.co.uk/symptom-checker>. It is a handy tool to check your symptoms and will offer the appropriate advice for your next course of action.
- As we enter holiday season it is important to ensure you are up to date with any vaccinations you may need if you are travelling abroad. Please complete a travel vaccination form and our nursing team will be in touch if you need to make an appointment. Please remember to leave plenty of time for any vaccinations before you travel.
- We are a large practice and as a result our phone lines are very busy. This is particularly the case on a Monday morning. If your call is not urgent we suggest you call later in the day / week when your call is likely to be answered more quickly.
- Flu Vaccination time will be here again before we know it. All patients eligible for a flu vaccination will be able to book their appointment from late August. Details will be advertised in the surgery, on our website, via email, on Facebook and in other local publications.

### Carers

If you are a carer and need advice you can make an appointment to see Helen Mathias of the Carers Support Centre at Hanham Surgery. Helen will be here all day on the second Tuesday of every month and is available for face to face meetings or a chat on the telephone. Please contact our Reception Team to make a booking in Helen's next clinic.

### Patient Participation Group (PPG)

Our PPG was formed in 2013 and aims to be the 'voice of the local community'. Members work with the practice to ensure we are meeting the needs of our patients and support any changes the practice may need to make. You can contact the PPG either by email [ppg@hanhamhealth.co.uk](mailto:ppg@hanhamhealth.co.uk) or in writing by placing your feedback in the surgery comments box.

### Text Reminder Service

Following discussion with our Patient Participation Group and in an attempt to tackle the increasing number of missed appointments we have now launched our new text reminder service. This means we will send a text message to those patients with mobile telephone numbers on their records with a reminder of any booked appointments and asking them to cancel if the appointment is no longer needed. If you would like to benefit from this service, please ensure that your records are up to date by completing a slip available in the waiting rooms or simply email your mobile number to [Hanham.healthnews@gp-L81079.nhs.uk](mailto:Hanham.healthnews@gp-L81079.nhs.uk) (Please remember to also include your name and date of birth) If you would like to opt-out of this service, please complete an SMS consent form available on our website or respond to the initial message that you receive. **We do not advise patients to use 'shared' mobile numbers.**

### Top tips for Keeping Healthy in the Summer

1. **Have plenty of cold drinks, avoid excess alcohol, caffeine and hot drinks**
2. **Have cool showers or baths and splash your face with cold water frequently to help keep your body cool**
3. **Avoid going out in the hottest part of the day (11am—3pm)**
4. **If you need to go out, wear a hat and light, loose fitting clothing and stay in the shade where possible**
5. **Always apply sun screen when going out and about (It is recommended that you use factor 15 and above) and re-apply regularly. Always refer to guidance supplied with products.**

