

## Opening Hours:

Mon – Fri  
8.00am – 6.00pm

## Extended Opening Hours:

Our extended opening hours which are normally offered from our **Chilcompton Surgery on a Thursday evening** will be:

6.30pm – 7.30pm  
and

## At our St Chad's Surgery:

We offer a range of appointments from early mornings, evenings and Saturdays

## Out of Hours Emergency Telephone Number:

111

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## News

As reported earlier in the year, we say goodbye to Dr Paul Nicholson, who will be leaving us at the end of December.

Dr Amy Pickles, Dr Hannah Mantri and Dr Lucy Pearson will be covering Dr Nicholson's surgeries from January and will be looking after his patient list.

We welcome a new addition to our Nursing Team, Sarah Carpenter. Sarah has re-joined us after a few years away where she has been working as a District Nurse.

## Prescription requests at St Chad's Surgery for Christmas and New Year

**Please note that** the deadline for repeat prescriptions for the Christmas and New Year Period is Tuesday 16<sup>th</sup> December. We ask that any repeat medication you need during this time is requested by this date. This also applies to medication requests that are done via our online system.

Do not leave ordering your repeat medication until the last minute. Every year we experience a considerable increase in the number of prescriptions requested in the last few days before Christmas. This makes it impossible for us to supply these in the normal 2 working days. Please help us by planning ahead and ordering early. We ask that patients please tick what medication they request as this can delay in processing the prescription.

Please send your request in by 16<sup>th</sup> December as any prescription handed in after this date **CANNOT** be guaranteed to be ready before the Christmas break.

As we lead up to Christmas please allow at least 2 full working days for prescriptions to be processed.

**Prescription requests for Chilcompton Surgery will be as normal**

**Please note that we are not able to take prescription orders over the telephone**

## Opening times for Christmas and New Year

We will be closed on – Christmas Day, Boxing Day and New Year's Day  
We will be open as normal from 8.00am until 6.00pm on all other days excluding weekends.

If you require medical assistance when the Surgery is closed, please ring **111**

## Shingles Vaccinations

Are you aged 70 78 or 79 on 1<sup>st</sup> September 2014 ie born on 2/9/1936 to 1/9/1936 or on 2/9/1943 to 1/9/1944 respectively? Then you will be entitled to the shingles vaccination.

Eligible patients will be invited via a note on their repeat prescription counterfoil so please look out for these.



### St Chad's Surgery

Gullock Tynning  
Midsomer Norton  
RADSTOCK BA3 2UH

Tel: 01761 413334

### St Chad's Evening Appointments

6.30pm - 8.30pm

15th Dec

17<sup>th</sup> Dec

### Morning Appointments

7.30am – 8.00am

27th Nov

4th Dec

11th Dec

18th Dec

### Saturday Appointments

8.00am – 12.00

13th Dec



### Chilcompton Surgery

Carter's Way  
Chilcompton  
RADSTOCK  
BA3 4XH

Tel: 01761 232231

### Chilcompton Evening Appointments

6.30pm - 7.30pm

27<sup>th</sup> Nov

11<sup>th</sup> Dec

18<sup>th</sup> Dec

## Repeat Prescription Changes

There have been changes as to how you obtain your repeat prescriptions. In future, when you request your repeat medication, the prescription will be sent electronically to the pharmacy that you nominate. If you still prefer to collect the prescription yourself, so you can take it to any pharmacy that can still continue. However, the electronic service should be quicker and so we would like to encourage patients to nominate their chosen pharmacy.

To do this please let us know who you wish to be your nominated pharmacy.

It is most helpful if you are able to order your repeat medication on-line via our website or by smart phone app as this will speed up the process. Please ask at reception for details.

With the new system in place you should be able to simply order on-line (at any time) and collect from the pharmacy, or our Chilcompton Dispensary, approximately 3 working days later. If you do not have access to the internet or have a smart phone, then just drop your repeat slip in as normal and collect from your pharmacy in the same way as you do now.

## Self help

Many appointments, both at GP surgeries and hospitals relate to illnesses such as coughs and colds, sore throats and diarrhoea which usually resolve by themselves without need for any prescribed treatment. It is often worth trying medicines available without prescription from the pharmacy before making an appointment to see a doctor, nurse or going to a hospital A & E.

For more information, help and advice please see our website [www.stchadsandchilcompton.org](http://www.stchadsandchilcompton.org) and follow the link for minor illness.

## Duty Doctor and Duty Nurse

We run an all-day duty doctor and duty nurse for "emergencies" – i.e. those patients with an urgent clinical condition that need to be seen that day. These appointments are for one problem only.

These clinics are at St Chad's where the Duty Doctor and Duty Nurse are based.

## B&NES Carers' Centre

[www.banescarerscentre.org.uk](http://www.banescarerscentre.org.uk) is the B&NES local carer support service. They provide a whole range of free support for carers, including breaks and activities, signposting, support groups, befriending and counselling. They also provide a specialised support service for Young Carers aged 5 to 25.

You can contact them either online through the website details above, by telephone : Freephone 0800 0388 885, or by post :

The Carers' Centre  
FREEPOST (SWB 10722)  
Radstock  
BA3 3ZZ

Make sure we have your current mobile number so, with your permission, we can text you appointment reminders