



Opening Hours:

Mon – Fri
8.20am – 6pm

Extended Opening Hours:

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

6.30pm – 8.30pm

and

Alternate Saturdays at our St Chad's Surgery:

8am – 12.10pm

Out of Hours

Emergency Telephone Number:

03000 33 99 33

NHS Direct – for general health advice 24 hours a day call:

0845 46 47

www.nhsdirect.nhs.uk

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HAPPY VALENTINES DAY FOR
FEBRUARY 14TH!

LIVE LONG,
LAUGH OFTEN,
LOVE MUCH



NEWS

As many of you will have seen we now have a brand new website with lots of useful information as well as the ability to use our Online Services to order repeat prescriptions and book advance appointments. If you've not already visited our new website, please do so at www.stchadsandchilcompton.org.

Please make a note of our new email address which is: bne-pct.stchads@nhs.net.

Congratulations to our Registrar Dr Harry Gray on the birth of his first baby Ella.

Patient Survey Results - Please take a look on our website under the 'Survey Results' tab to view the results of our recent patient survey.

NEW LOGO COMPETITION

Calling all budding designers! Can you or someone you know help us by designing our new St Chad's and Chilcompton Surgeries logo? In light of our recent building works, improvements and new website launch we feel it is the right time to redesign our logo. There are no limits to the colour or design of the logo but we would like our new logo to reflect both surgeries and the fact that we are a caring family practice.

Please pick up a form from Reception or the waiting room for your chance to win the £25.00 prize.

All entries must be submitted before March 15th 2012.

BLOOD IN PEE

If you notice blood in your pee, even if it's 'just the once', tell your Doctor!

You're not wasting anyone's time by getting your symptoms checked out and, if it's not serious, your mind will be put at rest. But if it is a condition such as kidney or bladder cancer early diagnosis makes it easier to treat. Seeing your doctor could save your life.

Having symptoms doesn't mean it's cancer. Some symptoms may be caused by an infection or kidney or bladder stones, all of which may need treatment. But don't try to diagnose yourself. Go and see your doctor now to find out for sure.

If you know anyone who has any of these symptoms, insist they see their doctor.

Unclear on anything? Visit www.nhs.uk/bloodinpee

St Chad's Surgery

Gullock Tying
Midsomer Norton
RADSTOCK BA3 2UH

Tel: 01761 413334

St Chad's February Saturday Appointments 8am – 12.10:

- 25th February Dr Jones and Dr Hubbard
- 10th March Dr Morrice and Dr Hersch



Chilcompton Surgery

Carter's Way
Chilcompton
RADSTOCK
BA3 4XH

Tel: 01761 232231

Chilcompton February evening appointments 6.30-8.30

- 15th February Dr Jones (Wednesday)
- 21st February Dr Morrice (Tuesday)
- 29th February Dr Jones
- 7th March Dr Dewar (Wednesday)



NATIONAL BOWEL CANCER AWARENESS CAMPAIGN

This campaign runs from 30th January until the end of March 2012, we have leaflets available from Reception. Please take time to pick one up and read through it.

Bowel cancer is common and has significant mortality. Each year 34,900 people are diagnosed (about 1 per GP) - 63% in the colon and 37% in the rectum. It causes 16,100 deaths per year and the lifetime risk is about 5%.

People experience all sorts of bowel symptoms including **bloating, bowel spasm** and **weight loss** but there are three **KEY** symptoms to identify more serious bowel disease including bowel cancer - ask yourself – do you have:

- **Bleeding from the bottom**
- **Change in your bowel habit**
- **Abdominal discomfort or pain**



Please go to www.haveigotbowelcancer.com for a whole host of information and to use their free online 'Symptom Checker'. It asks your age and goes through your symptoms, giving you tailored advice at the end and a print-out to take with you if it recommends that you see your GP. The Checker is evidence-based and should provide reassurance to most people that their symptoms are not indicative of bowel cancer. There is helpful advice on what to do next - and also advice on how to treat other bowel problems. Other great sources of information are www.bowelcanceruk.org.uk and www.bowelcancer.tv.

NATIONAL EATING DISORDER WEEK



National Eating Disorder Week is held from 26 February – 3 March 2012. The aim of NEDAwareness Week is to ultimately prevent eating disorders and body image issues while reducing the stigma surrounding eating disorders and improving access to treatment. Eating disorders are serious, life-threatening illnesses - not choices - and it's important to recognize the pressures, attitudes and behaviors that shape the disorder.

NEDAwareness Week is a collective effort of primary volunteers, including eating disorder professionals, health care providers, students, educators, social workers, and individuals committed to raising awareness of the dangers surrounding eating disorders and the need for early intervention and treatment.

For more information please visit www.nationaleatingdisorders.org

MISSED APPOINTMENTS

Every day patients fail to turn up for appointments they have booked. This means that appointments that could have been offered to other patients are wasted. Last month a staggering **240** appointments were lost in this way amounting to just over **40hrs** of doctor or nurse time wasted.

These patients usually then rebook another appointment because they still need to see someone. This in turn increases demand on other days and is a major cause of why we're often short of appointments. In future the practice will take a stricter approach to failed appointments. Patients who fail to attend appointments they have booked will receive a warning letter and, if there is no improvement, will be asked to register elsewhere.

If you cannot attend please contact the surgery and let us know in time. If you have online access via our website then you can easily cancel appointments without the need to phone.

BE SURE TO PICK UP OUR MARCH NEWSLETTER WITH MORE UPDATES!