



SURGERY NEWS

Spring Edition - 2011

Tel: 01752 667623 Email: adelaidest.surgery@nhs.net

APPOINTMENTS

When you are arranging an appointment please do not be offended if you are asked the following questions by the reception team:

1 - Can you tell me what the problem is so I can ensure you are getting the right appointment?

2—Is the appointment urgent for today?

This will help to ensure you are seeing the correct clinician with adequate time for your appointment. If you do not feel comfortable informing the reception team why you would like an appointment no offence will be taken.

The reception team will ask you to confirm your full name and address and telephone number to ensure they are talking to the correct patient.

If you have more than one problem then please book a double appointment or make a further appointment, this will help prevent surgeries from running late .

Please be patient if Doctor is running late, this could be because of a medical emergency or a patient beforehand may of needed a little extra consultation time.

BANK HOLIDAY CLOSURES

Due to all the up coming closures for the Bank Holidays, **PLEASE PLEASE PLEASE** can you ensure you request your repeat medications with plenty of notice to cover you for the bank holidays. If unsure as to when we are open & closed please see below:

MONDAY 18TH APRIL—THURSDAY 21ST APRIL—**NORMAL OPENING HOURS**

FRIDAY 22ND APRIL & MONDAY 25TH APRIL—**CLOSED**

TUESDAY 26TH APRIL—THURSDAY 28TH APRIL—**NORMAL OPENING HOURS**

FRIDAY 29TH APRIL & MONDAY 2ND MAY—**CLOSED**

TUESDAY 3RD MAY AND THEREAFTER —**NORMAL OPENING HOURS**

HAYFEVER

Hay fever is caused by an allergy to grass or pollens.

Common symptoms are a runny and itchy or blocked nose, sneezing, itchy and watery red eyes and an itchy throat. In some cases only nose symptoms occur, and in some cases only the eye symptoms occur. The commonly used treatment options for hay fever are antihistamine tablets. These are available over the counter at chemists and supermarkets. Other treatments are available on prescription for severe cases.



PRACTICE QUESTIONNAIRE

A big thank you to all who completed a practice questionnaire recently. Reading your comments and feedback we are pleased to see we are offering a friendly service which the majority are happy with. There were some comments raised over appointments which hopefully have been addressed in the appointments section on the front of this newsletter. There was a comment made about the doors being heavy to open, unfortunately as the doors are fire doors they cannot be changed to lighter ones as they have to meet the required building fire regulations.

Children's Surgery



At 4pm daily, we run a children's surgery. This is for children who have developed an illness over the last 24 to 48 hours. Not for any longer term illnesses or behaviour problems. Please make sure you are at the surgery by 4pm.

20 Adelaide Street
Stonehouse
Plymouth
Phone: 01752 667623

CARERS

Just a reminder to you carers that there are 'Carers Identification and Referral Form's' at Reception and there is also a number to ring

[PLYMOUTH CARERS SUPPORT SERVICE on 01752 201766.](tel:01752201766)

Surgery Hours

Just a reminder that surgery hours are Monday to Friday, 9am to 6pm.

Any phone calls outside those hours will direct you to alternative services.