

The Heavitree Practice

NEWSLETTER

Christmas 2017

Christmas & New Year Opening Hours

Friday 22nd December ~ 7.30am to 6pm
Monday 25th December ~ **CLOSED**
Tuesday 26th December ~ **CLOSED**
Wednesday 27th December ~ 7.30am to 6pm
Thursday 28th December ~ 7.30am to 6pm
Friday 29th December ~ 7.30am to 6pm
Monday 1nd January ~ **CLOSED**
Tuesday 2nd January ~ 8am to 6pm

For medical emergencies
when the surgery is closed

Telephone: 111

the new 24-hour medical helpline

for health information and advice

Alternatively

WALK-IN Centre in Sidwell Street

On: 01392 276892

WALK-IN Centre at the RD&E Hospital

On: 01392 406300



Don't run out of medicines

Make sure you have sufficient medication to last you over the holiday period. For December only you can order repeat prescriptions up to one week early.

Order online, via your usual pharmacy, by post, at reception or by phone (10.30am to 12.30pm and 2.00pm to 4.00pm)

If you collect your prescription from us allow 2 working days. If we send your prescription to the chemist you should allow 4 working days.

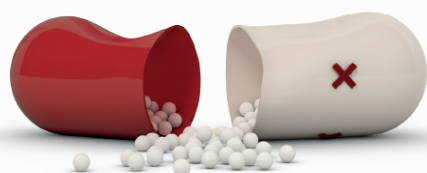
FLU CLINICS THERE IS STILL TIME TO BOOK

If you are aged 65 & over, or are under 65 and have a long term health condition such as diabetes or COPD, you are entitled to a free flu vaccination.

Please contact the surgery to make an appointment.

You may also be entitled to a shingles and/or pneumonia vaccination. Please ask at reception or check with the nurse.

Taking ANTIBIOTICS when you don't need them puts you and your family at risk



Taking antibiotics encourages harmful bacteria that live inside you to become resistant. That means that antibiotics may not work when you really need them. This puts you and your family at risk of a more severe or longer illness.

Take your doctor or nurse's advice when it comes to antibiotics.

Keep  Working

Could you be a friend to the Friends of Heavitree Health Centre?

We are very lucky to have this group of volunteers who provide great support to our patients by driving them to appointments, arranging trips, holding lunch clubs etc. They receive no NHS funding and rely entirely on grants, donations and volunteers to fund their services.

You can help by:

- Becoming a member for just £5 a year
- Volunteering as a driver or helper
- Joining the committee
- Making a donation or bequest
- Assigning your Co-op membership charity points to the Friends

Jackie Minto is the Co-ordinator of the Friends of the Heavitree Health Centre and she can be contacted on **01392 277409**. If you can offer your help in any other way she would be delighted to hear from you.



Parking at Heavitree Health Centre

As one of the few remaining health centres in Exeter able to offer car parking for its patients we have had to find a way to ensure that the limited spaces we have are only being used by patients when they visit the Health Centre.

For many years now we have had an outside parking company manage the car park. This decision was not taken lightly and was put in place due to people leaving their cars on site whilst using other local facilities. This leads to complaints from patients who cannot get a parking space when they visit their surgery.

If anyone parks in the car park and then is seen by the parking attendant to leave the Health Centre grounds they will be issued with a fine. The Health Centre receives no monetary or other benefit from the parking management company other than the assurance that the car park is being regularly monitored to prevent misuse.

Managing it in this way has generally eased the pressure on the car parking situation and means there is more chance of a space being available for patients when actually needed. We understand that this can be frustrating for some but we cannot accept responsibility for any fines that are issued if patients choose to leave their cars in our car park whilst running other errands.

*The doctors and staff of
The Heavitree Practice
would like to wish
all of our patients
a very merry Christmas
and a happy and healthy 2018*