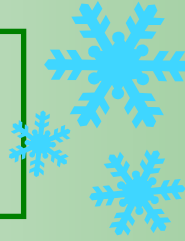


# Windhill Green Medical Centre & Cliffe Avenue Surgery



## THE P.I.L

Patient Information Letter  
Winter 2011



**Online Prescriptions & Appointments** are now available for anyone who has access to the internet. Its quick and its simple. All you need to do is register for the service, which can be done by calling into the surgery with photo ID if possible or if not, your birth certificate. You will be given a unique log-in number and then you can sign up on the website: [www.windhillgreen.co.uk](http://www.windhillgreen.co.uk). Why not give it a try - it's a great time saver!



**Goodbye** - It is with sad news we say goodbye to John Pitcher our IT manager. He is retiring after being with us for almost 19 years! He has been at the forefront of the development of the computer system within the practice, firstly with EMIS then the relatively recent switchover to SystemOne. We wish him all the best in his retirement. Angela, currently the IT deputy will take on the IT role in the practice.



**SMS Texting** - If you are interested in receiving appointment confirmations and reminders via a text message to your mobile phone, please let our receptionists know. This is one of our initiatives to cut down on missed appointments. You will receive a text on booking the appointment then a further appointment the day before.

**Letters and Forms** - Due to many uncollected items we now kindly request that any letters or forms you request to be completed by a GP need to be paid for in advance before completion. This includes any insurance requests, DVLA forms etc. The NHS does not cover these costs. Charges are on display in the reception area and on the website.

**Questionnaires** - We would like to thank all who have completed a questionnaire recently and for all the kind comments, constructive criticisms and suggestions. We will review the results and from that we can see where we can improve.

**Facebook** - Windhill Green Medical Centre, Cliffe Avenue and WISH will have a page on Facebook at the beginning of 2012. We will let you know when it is up and running. 'Like' us to receive up-to-date information and easily leave your comments.



**Adverse Weather** - We want to assure you that both Windhill Green and Cliffe Avenue will remain open no matter what the weather. Through the bad weather last year we did not close, we will do the same again this time.



**Colds** - There is no cure for the common cold. Antibiotics are of no value. If you have a cold, drink plenty of fluids and take aspirin (over 16 years of age) or paracetamol if you have a headache, are aching or are running a temperature, but remember NOT on an empty stomach. Products available from the chemist or supermarket can often help and are usually cheaper than a prescription. You should be on the mend after seven to ten days and are usually better by two weeks; if you are getting worse instead of better by then you will need to be seen.



**Missed Appointments** - in November 224 appointments were not attended, without a reason. This equates to over 52 hours of valuable Doctor and Nursing time! If you cannot attend please tell us as soon as possible, so we can cancel it and offer it to another patient.

**Any ideas** on what you would like featured in the next P.I.L? Your feedback is important to us, so please do let us know if you have any ideas for the future. Please contact James at Windhill Green or email him at: [james.o'donnell@bradford.nhs.uk](mailto:james.o'donnell@bradford.nhs.uk).

## General Practice Information

### Normal Surgery Opening Times

Day of the Week	Windhill Green - 595951	Cliffe Avenue - 584561
Monday	8.30 - 11.20 am 2.30 - 3.40 pm 3.40 - 6.00 pm	8.30 - 11.40 am 4.10 - 6.00 pm
Tuesday	8.30 - 11.20 am 2.30 - 4.30 pm 3.40 - 6.00 pm	8.30 - 11.40 am 3.40 - 6.00 pm
Wednesday	8.30 - 11.20 am 2.30 - 4.30 pm 3.40 - 6.00 pm	8.30 - 11.40 am 12.40 - 3.10 pm 3.40 - 6.00 pm
Thursday	8.30 - 11.20 am 4.00 - 8.00 pm	8.30 am - 11.40 am 4.20 pm - 6.30 pm
Friday	8.30 - 11.20 am 2.30 - 4.30 pm 3.40 - 6.00 pm	8.30 - 11.40 am 3.30 - 6.00 pm
Saturday	8.30 - 11.30	Closed

### 2011 Christmas and New Year Opening Times

Date	
Monday 26th December 2011	Closed
Tuesday 27th December 2011	Closed
Monday 2nd January 2012	Closed

**Both Windhill Green and Cliffe Avenue are closed for the above dates. All other days are as normal opening times (see table to the left).**

### When the Surgery is Closed

The service provided out of normal practice hours is for **emergencies**, which **cannot wait** until your surgery re-opens. Please contact the practice in the first instance and your call will be transferred to the "out of hours" service.

### Telephone Consultations

In addition to the above surgery times, we can also offer patients telephone consultations. These are normally available daily, 11.30 – 12 noon and can be arranged by contacting the surgery to request a telephone consultation.

### Repeat Prescriptions

Repeat prescriptions can be ordered daily during 11 am – 4pm. The practice will not normally accept requests outside these times. **Please note requests in most instances require 48 hour notice.**

### Home Visit Requests

Patients who request a home visit should do so **before 10.00 am** each day.