

# GREEN VALLEYS HEALTH

*Bringing news from Emerson's Green, Leap Valley & Abbotswood Surgeries*

## Patient Newsletter—Autumn/Winter 2018

Welcome to our second quarterly newsletter for patients. We hope that you find this useful. Please do give us your feedback on what is helpful in this issue as well as what isn't and anything that is missing here which you would like to see in future issues. Let us know.

### Christmas Opening Times

	<u>Emersons</u>	<u>Leap Valley</u>	<u>Abbotswood</u>
Monday 24th December	8am-6.30pm	8am-6.30pm	8.30am-6.30pm
Tuesday 25th December	CLOSED	CLOSED	CLOSED
Wednesday 26th December	CLOSED	CLOSED	CLOSED
Thursday 27th December	8am-6.30pm	8am-6.30pm	8.30am-6.30pm
Friday 28th December	8am-6.30pm	8am-6.30pm	8.30am-6.30pm
Monday 31st December	8am-6.30pm	8am-6.30pm	8.30am-6.30pm
Tuesday 1st January	CLOSED	CLOSED	CLOSED
Wednesday 2nd January	8am-6.30pm	8am-6.30pm	8.30am-1pm (Closed 1pm-2pm each day)



### REMEMBER TO PUT YOUR PRESCRIPTIONS IN EARLY FOR CHRISTMAS PERIOD

#### Missed Appointments

From July 2018 to November 2018

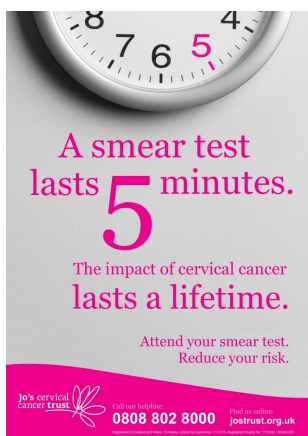
	Leap Valley & Abbotswood	Emersons Green
No. of DNA's	768	621

From July to November 2018 we offered across Green Valleys Health 39,013 appointments. Of these patients failed to attend 1389 after they had been booked. Not only does this waste thousands of pounds, but at a time when appointments are under pressure it means that everyone else has to wait longer to get an appointment. We lost £44,448 in wasted appointments

Of course we understand that sometimes an appointment may no longer be needed, or that patients may not be able to attend. If you are going to miss an appointment please let us know. You can cancel an appointment via our website, by phoning us, or if you have had a text reminder for your appointment by simply replying the word "Cancel".

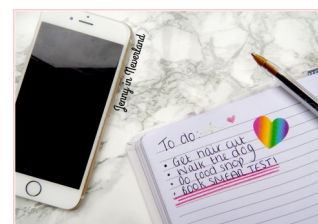
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### Cervical Smears



In our surgeries the cervical smear test is only performed by highly trained **Female** healthcare practitioners.

Don't fear the smear..... If you have received your recall letter book yours today!



As you know the flu season has started, if you have received a letter entitling you to the flu jab, please book your appointment. Contact our reception team to book this today.

Its not too late to have the vaccination.



Found what you are looking for?

### Management Team

Steve Smith , Executive Manager for Green Valleys Health

Lisa Kift, Clinical Operations Manager

Sarah Cole, Business Manager (Currently on maternity leave) whilst she is away Laura Dadds will be covering her role.

### Green Valleys Health

Emersons Green Medical Centre  
St Luke's Close  
Emersons Green  
Bristol  
BS16 7AL  
Tel. 01179 576000

Leap Valley Surgery  
Beaufort Road  
Downend  
Bristol  
BS16 6UG  
Tel. 0117 9564101

Abbotswood Surgery  
42 Abbotswood  
Yate  
Bristol  
BS37 4NG  
Tel. 01454 325361