

# December Newsletter



Buckfastleigh  
Medical Centre

All of the staff at Buckfastleigh Medical Centre, wish our patients a very Merry Christmas and a Happy New Year.

## Christmas and New Year Opening Hours

Monday 25th December: Closed

Tuesday 26th December: Closed

Wednesday 27th December : 8—6

Thursday 27th December: 8—6

Friday 28th December: 8—6

Monday 1st January: Closed

During this period, if you require non-urgent medical assistance when we are closed, please call 111.

## Prescription Reminder!

Please order your prescriptions by 1pm on the 18th December to guarantee your items are ready for collection before Christmas



Christmas draw tickets are still on sale at the desk until the 11th December! £5 a number or 3 for £10!

On the week of 11th December, look out for all of our staff donning festive attire for our “Festive Week”

## Lymphoma Action

Lymphoma action is the UK’s only charity dedicated to lymphoma, the fifth most common cancer. They work hard to make sure that everyone affected by lymphoma in the UK has the best possible information, support, treatment and care. They support doctors and nurses so that they can provide the best care possible to people with lymphoma.

If you or someone you love has been affected by Lymphoma, you can call the lymphoma action freephone helpline on 0808 808 5555 or visit [www.lymphoma-action.org.uk/support-you](http://www.lymphoma-action.org.uk/support-you)

**Lymphoma symptoms** Visit your GP if you have any of these:

- Losing weight but don't know why?
- Feeling worn out for no reason?
- A lump in your neck, armpit or groin?
- Itching all the time but don't know why?
- Drenched in sweat during the night?

Lymphoma action



## Missed Appointments

Over the last month we have had **97** appointments that have been missed. This equated to **1770 hours**. Please make sure you let us know if you cannot make an appointment so it can be used by another patient

# TALKWORKS

IMPROVING YOUR MENTAL AND PHYSICAL WELLBEING

If you or someone you love is struggling please seek help. Talkworks is a free, NHS service, that can help adults over the age of 18 across Devon, with low mood and depression, managing stress, anxiety, sleep difficulties and insomnia, living with a phobia, obsessive compulsive disorder, living with a physical health condition and specific treatment options and support for menopause. As part of the NHS, all treatment and support is available free of charge.

To access Talkworks, you can self refer by calling 0300 555 3344 or by filling in the self referral form on their website [www.talkworks.dpt.co.uk](http://www.talkworks.dpt.co.uk)

We're here for  
you evenings  
and weekends

NHS



To book appointments at these times, contact your GP practice.

Your health matters  
Help us help you

Did you know that we offer late evening appointments with a nurse and GP on a Tuesday evening? From 6-8pm we run a GP and nurse clinic.

We are also able to book appointments for you on a Saturday and Sunday with a nurse or GP at Leatside Surgery.

If you would like more information, please ask at reception.

### NHS App

On the NHS app you are able to access a range of NHS services such as:

- Ordering repeat prescriptions
- Book & manage appointments
- View your GP health record.

You need to be aged over 13 to use the app and you will need to provide ID to gain full access.

### Feedback

We welcome and appreciate any views or suggestions you may have regarding our service.

Anonymous feedback can be given as Friends and Family test under the "feedback" section of our website, or you can take a form from the table in reception.

You can also leave feedback by:



Coming In



Telephone



Letter