



Alcester Health Centre

Modern Care Traditional Values

Practice News

Holiday Season Opening Times

As the Holiday Season approaches its important to ensure you are prepared with your regular medications.

The Practice will be closed for the regular Bank Holidays. Therefore you may need to order and collect your prescriptions earlier this month, to avoid running out

Friday 23 rd December	8am – 1pm *
Monday 26 th December	Closed for Bank Holiday
Tuesday 27 th December	Closed for Bank Holiday
Wednesday 28 th December	Usual Opening Hours
Thursday 29 th December	Usual Opening Hours
Friday 30 th December	8am – 1pm *
Monday 2 nd January	Closed for Bank Holiday
Tuesday 3 rd January	Usual Opening Hours

**afternoon will be covered via the South Warwickshire GP Federation and can be contacted on 01926 695947. Details of this will be on our phone message during the afternoon closure.*

Please keep in mind - Prescription Requests take 48 hours to Process, please leave additional time to allow for the busy Holiday Period

It is not too late to get your Flu Vaccine!

Call reception to book in! Or, if you are seeing a clinician in surgery and wish to have your flu jab *please ask!*

Our clinicians will do their best to give you the vaccination (time allowing) or we will be able to assist in booking the next available appointment.

December 2022

NHS 111

If you need medical advice when the GP surgery or the pharmacy is closed, call: 111 or go to 111.nhs.uk



**when it's less
urgent than 999**

Feedback

We are always striving to do better and provide a better service to our patients.

If you would like to tell us what we are doing well or areas where we can improve, please visit our website and/or leave us a Google Review.

Covid-19 Queries

If you have any queries regarding Covid-19 or Booster vaccines please ring the surgery and choose option 6.

An automated message shall provide some generic information, however if your question is still unanswered, please hold and you will be transferred to a local helpline!

DON'T FORGET
TO ORDER YOUR REPEAT PRESCRIPTION
AHEAD OF THE BANK HOLIDAYS!

Prescription Requests take
48 hours to Process
But please leave additional
time to allow for the busy
Holiday Period



Evening and Weekend Accessibility

In October 2022 we began offering appointments in the evening and weekends, as an 'Extended Access Hub'.

The Extended Access Hub allows our patients, and patients from the local area, to access NHS services outside of surgery core hours. (Services including GP, Nurse, Clinical Pharmacist and Health Care Assistant appointments)

We have received positive feedback from patients regarding this service and the additional flexibility that it provides! We hope this service will be useful to our patients going forward!

If you would like to book into one of these appointments please ask our reception team!

Please be aware - this service will not be held at Alcester Health Centre every day but an average of 10 hours a week (including alternate Saturdays).

Cancelling Appointments

Help us help others, by cancelling appointments that you no longer need in advance. Missed appointments have a significant impact on the capacity we are able to offer to our patients.

You can cancel your appointment by choosing option 1 on our phone line, to go through to our cancellation line. Or, visit our website <https://www.alcesterhealthcentre.co.uk/cancelappointment>

Warwickshire SEND Consultation

Warwickshire County Council is consulting on two areas relating to children and young people with special educational needs and disabilities (SEND).

- Warwickshire County Council SEND & Inclusion Service Offer
- Warwickshire County Council Special Educational Needs and Disabilities (SEND) Home to School Transport Service

<https://ask.warwickshire.gov.uk/insights-service/send-consultations/>

December 2022

Keep Updated with Surgery News

Like and follow our Social Media Pages to stay up-to-date with surgery news!

@AlcesterHealth

The page is frequently updated with useful surgery information.



Keep Your Contact Details Up to Date!

It is important that we keep your contact details up to date:

- Telephone (Mobile/ Landline)
- Email
- Home Address

If you need to update your contact details - you can do this online.

Visit our website:

<https://www.alcesterhealthcentre.co.uk>

You can opt out of receiving Emails/ Texts at any time!

Have Your Say!

Is there something you want to see in Newsletters going forward?

Let us know by contacting alcester.healthcentre1@nhs.net

SELF CARE & OVER THE COUNTER MEDICATIONS

Did you know the Community Pharmacy can assist with many Minor Conditions?

How can the Community Pharmacy Services be Accessed?

Appointments are not needed, walk-ins are usually accepted.

Or, contact the surgery to be referred to the Pharmacy's services!

Many Pharmacies also offer this service during extended hours such as weekends or evenings!



Wishing you a Happy and Healthy New Year!

If you are interested in making, a change to your Health Habits in the New Year, or throughout 2023 and beyond you might be interested in the following local Resources!

Healthy Living Face to Face Support

- **Alcester Tuesday Walkers**
 - o Two group walks each week, starting at The Greig Centre Car Park. For a walk through the countryside - around Alcester.
 - o There is no charge for these walks. All welcome, no dogs please.
 - 10:00am Approx. 6 mile brisk walk. This walk usually finishes 1200-1215.
 - 10:15am Approx. 5 mile amble. This walk usually finishes 1215-1230.
- **Walk Talk Run – Stratford Upon Avon**
 - o Walk Talk Run is a charity with a mission to increase accessibility to mental health support through running & walking peer support groups
 - o A weekly walk/ run (between 3km and 5km)
 - o Visit <https://www.runtalkrun.com/walk-talk-walk> for more information
- **Health and Wellbeing Coach – Alcester Health Centre**
 - o Book in to an appointment with our Health and Wellbeing Coach at the practice for support with (but not limited to) weight management, lowering blood pressure, help with managing or preventing long-term conditions.



Healthy Living Online/ Remote Support

- **NHS – Sitting Exercises (accessible online)**
 - o Gentle sitting exercises that can be done at home to help improve mobility and prevent falls.
 - Visit <https://www.nhs.uk/live-well/exercise/strength-and-flexibility-exercises/sitting-exercises>
- **NHS – Fitness Studio Exercise Videos**
 - o Online accessible instructor led fitness videos
 - <https://www.nhs.uk/better-health/get-active/>
- **NHS – Better Health Apps**
 - o Tools, tips and apps to help you better manage your health through exercise and healthy eating
 - <https://www.nhs.uk/better-health/get-active/>



PPG

Patient Participation Group

The PPG aims to be the voice of the patient in the practice. Working constructively and positively to help identify solutions and work in partnership with the practice.

If you are interested in joining the Alcester Health Centre Patient Participation Group, please visit our website and complete the online form or ask at reception.
Your contact details will only be used for this purpose and will be kept safely.



Wellbeing and Social

- Warwickshire Adult Learning
 - o Training, development and adult and community learning
 - <https://www.warwickshire.gov.uk/adultlearning>
- Wellbeing for Warwickshire
 - o Mental health and wellbeing service is on providing support in the community to prevent those who may be struggling to cope from reaching crisis point.
 - <https://wellbeingforwarwickshire.org.uk/>
- Warwickshire Libraries
 - o Adult and children events throughout the week including craft afternoons, coffee mornings and various children's activities
 - o Warm Welcome at Warwickshire Libraries - safe and warm places to spend some time
 - <https://www.warwickshire.gov.uk/alcesterlibrary>
- Dementia Connect Warwickshire
 - o Support and group activities for anyone living with dementia and for those caring for someone with dementia
 - Support includes (but is not limited to) a Dementia Café, Carers Groups, Day Respite Service
 - <https://dementia.warwickshire.gov.uk/directory/1/help-and-support-in-your-local-area/category/4>
- Lifeways Charity – Stratford Upon Avon
 - o Craft, exercise groups, meditation, support groups and other groups
 - <https://lifewaystherapycentre.com/25>

Smoking Cessation Support

- Everyone Health – Smoking Cessation
 - o FREE support from qualified, experienced stop-smoking practitioners
 - o 12-week behaviour change support program! Evening appointments available.
 - If you are interested in support call 0333 005 0095 (open until 7pm weekdays) or Text QUIT to 60777
- Smoking Cessation – Alcester Health Centre
 - o Book in to a Smoking Cessation Clinic at the practice for support and Advice on stopping smoking
- Quit4Good
 - o FREE online support to quit smoking
 - <https://quit4good.warwickshire.gov.uk/>
- NHS – Quit Smoking App
 - o Download the NHS app to help you quit smoking

Useful Numbers

Out of Hours	111
Warwick Hospital	01926 495321
Stratford Hospital	01789 205831
Alexandra Hospital	01527 503030
Worcester Royal Hospital	01905 763333
University Hospitals Coventry and Warwick	02476 964000
Self-Referral to Physio	01926 608068
Hopkins Pharmacy	01789 764874
Breast Screening	02476 967200
Bowel Screening	0800 783 8042
District Nursing Hub	01926 600818
Well Being for Warwickshire (Mental Health Support)	0800 616 171
Sexual Health Clinic – Stratford Upon Avon	0300 123 6644
Voluntary Action Stratford-on-Avon – Patient Transport	01789 262889