



# HEALTH MATTERS

North Street  
Calne  
Wiltshire  
SN11 0HH  
Tel: 01249 812141  
www.northlands-surgery.co.uk

### Opening Times:

Visit the Surgery Monday to Friday:  
8.30am - 6.00pm  
Or telephone between:  
8.30am - 5.30pm

### Surgery Times (by appointment):

Monday and Wednesday  
8.30am - 12.25pm  
2.30pm - 5.40pm  
6.30pm - 8.00pm

Tuesday, Thursday and Friday  
8.30am - 11.30am  
2.30pm - 5.40pm

### Out of Hours Service: I I I

### Our Doctors:

Dr R Leach MA BM BCh MRCGP DRCOG  
Dr E Tully MB BCh BAO DFRSH MRCGP  
Dr N Ware MB BS BSc DRCOG MRCGP  
Dr J Dalton BM MRCGP DFRSH DCH  
Dr N Abel BM BS MRCGP  
Dr E Simons MB ChB DFFP  
Dr C Paget MB BCh MRCGP DFRSH

### Trainees:

Dr K Bailes MBChB  
Dr T Chambers BSc MBChB DRCOG

### Our Nurse Practitioners:

Advanced Nurse Practitioner Anita Peake  
Nurse Practitioner Emily Davies



*Best Wishes for a wonderful holiday season and a New Year of Health & Happiness from All at Northlands*

## PATIENT PARTICIPATION GROUP 2018-19 PATIENT SURVEY

Our registered patients are warmly invited to take part in our Annual Patient Surgery which will run from 1st Dec 2018 to 11th Jan 2019. It has been compiled in consultation with our Patient Participation Group. All answers are anonymous and confidential and will only be used to improve the Northlands patient experience. To complete the survey online, please visit our website:

[www.northlands-surgery.co.uk](http://www.northlands-surgery.co.uk)

Paper copies of the surgery are also available in our waiting rooms. Thank you very much for helping us - your views are important to enable us to ensure we are providing the best possible service.



*...Thank you for your help!*

## REPEAT PRESCRIPTIONS

**With Christmas coming, please remember to order and collect your medication in good time**



## Christmas & New Year Closure Times

The surgery is closed on Tues, 25th Dec, Wed, 26th Dec and Tues 1st Jan 2019

When you have finished reading the Newsletter, please leave it in the Waiting Room for others to read. Thank you.

# MINOR INJURY UNITS (MIU's)

MIU's offer a walk-in service, where patients can be treated for:

- ♦ Minor cuts and lacerations, including septic wounds
- ♦ Dog and cat bites
- ♦ Bruises
- ♦ Strains and sprains
- ♦ Simple fractures and dislocations
- ♦ Minor burns and scalds
- ♦ Head injuries (if the person is not unconscious or intoxicated)
- ♦ Minor eye injuries
- ♦ Splinters and other foreign bodies in the skin, the eye, ear or the nose
- ♦ Insect bites and stings

Our nearest MIU is at **Chippenham Community Hospital**

Tel No: 01249 447100

Address: Rowden Hill, Chippenham, Wilts SN15 2AJ

Opening times:

Main unit: everyday, 7.00am-11.00pm

X-ray dept: Monday-Friday, 9.00am-5.00pm (NB Not a 'Walk-In' Service)



## NHS 111 Service

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines & mobiles.

### When to use 111

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- ♦ you need medical help fast but it's not a 999 emergency
- ♦ you think you need to go to [A&E](#) or need another NHS urgent care service
- ♦ you don't know who to call or you don't have a GP to call
- ♦ you need health information or reassurance about what to do next