SPRING HILL MEDICAL CENTRE

**NEWS LETTER**

JANUARY 2019 EDITION

***During October,November and December 2018***

There were **277** appointments that patients booked but

**did not attend.**

This means the Practice COULD

of provided 15 additional clinics

= 1 week and ½

of appointments to patients

**If you don’t need it, cancel it !**

1. **Text CANCEL (via reply) on your mobile**
2. **Ring 01676 540 395 option 4 to cancel**
3. **Email:**

[cancelmyappointment24@springhillmc.nhs.uk](mailto:cancelmyappointment24@springhillmc.nhs.uk)

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## *How does NHS 111 work?*

**The NHS 111 service is staffed 24 hours a day, 7 days a week by a team of fully trained advisers. They will ask questions to assess your symptoms and, depending on the situation, will then:**

* **give you self-care advice**
* **connect you to a nurse, emergency dentist or GP**
* **book you a face-to-face appointment**
* **send an ambulance directly, if necessary**
* **direct you to the local service that can help you best with your concern.**

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\**Practice closure dates (PLT) 2019 and Bank Holidays***

* 27 February Practice will close from 12.30pm
* 27 March Practice will close from 12.30pm
* 24 April Practice will close from 12.30pm
* 22 May Practice will close from 12.30pm
* 26 June Practice will close from 12.30pm
* 24 July Practice will close from 12.30pm
* 25 September Practice will close from 12.30pm
* 23 October Practice will close from 12.30pm
* 27 November Practice will close from 12.30pm

If you require a Doctor for a genuine emergency during the hours of **6.30pm to 08.00am** then please call **NHS 111.**

**The Practice will also be closed on all UK BANK HOLIDAYS (2019).**