**SPRING HILL MEDICAL CENTRE NEWSLETTER**

(accessible version)

January 2019

**Did Not Attends**

During October, November and December 2018 there were **277** appointments that patients booked but **did not attend**.

This means the Practice COULD have 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

**NHS 111**

**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**

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| 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).