



PATIENT NEWSLETTER



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Merry Christmas to You All

The Doctors and staff would like to wish you all a Merry Christmas and best wishes for the coming year. Thank you for all the cards and gifts, they are very much appreciated and shared across the team.

It is time to get the grey cells working by having a go at the annual FUN QUIZ, it will only be on sale until December 30th.

Christmas Arrangements

The surgery closes at 6.30pm on Friday 23rd December and will reopen at 8.00 am on Wednesday 28th December.

If you need to see a GP in that time the Worcester Walk in Centre is open 8.00am to 8.00 pm every day and offers GP appointments to everyone. You do not need to be a registered patient there to attend. Telephone: 01905 879100.

Worcester Walk-in Health Centre
Farrier House
Farrier Street
Worcester
WR1 3BH

For full information on the internet visit www.worcesterwalkin.co.uk

Out of hours Emergency GP care over the period is provided by Harmoni, Telephone: **0300 123 3211**

**Health advice is available 24 hours a day
 from NHS Direct 0845 4647**

In the surgery during the week after Christmas, there will be extended doctor and nurse triage systems to help cope with the high number of expected 'on the day' requests and to give direct access to GPs and nurses for your queries. Patients who need to see a doctor will be seen on the day.

EXTENDED HOURS SESSIONS

The doctors held a number of extra early sessions in December to help cope with extra demand for appointments.

There are scheduled early sessions for Tuesday 10th and 17th January and several doctors will be working extra sessions on Saturday 7th and 21st January and 7th February.

YOUR GUIDE TO LOCAL HEALTH SERVICES IN WORCESTERSHIRE

This publication has been delivered to most households across Worcestershire by Worcestershire NHS. It contains very useful information regarding NHS services across the patch but if you have missed it we have put a link on the front page of our web site

www.uptondoctors.co.uk

We are also expecting some paper copies which will be available in the waiting room.

PHARMACY OPENING TIMES OVER THE FESTIVE PERIOD

DECEMBER 24th

Upton upon Severn Boots is open 9.00 am until 5.30pm

Other pharmacies in Malvern open 9.00 am - 1.00pm are Evans on the Worcester Road, Lygon, on the Worcester Road, Murrays Health Care at Prospect View and Victoria Pharmacy on the Worcester Road.

Open until 4.00 is Malvern Pharmacy in Church Street

Open until 5.00 is Morrison's in store on Roman Way and until 5.30 is Boots Church Street and Lloyds in Barnards Green.

Boots at Enigma Retail is open 8.00am until 10.00pm

DECEMBER 25th

Evans Pharmacy, 231 Worcester Road, Malvern. Open 12.00pm – 1.00pm

DECEMBER 26th

Boots UK. Enigma Park, Malvern . Open 8.00am until 10.00pm

DECEMBER 27th

Boots UK. Enigma Park, Malvern . Open 8.00am until 10.00pm

Boots UK. 33 Church Street, Malvern. Open 10.00am until 5.00pm.

Morrisons Pharmacy. Roman Way, Malvern. Open 9.00am until 6.00pm.

All information is on our web site www.uptondoctors.co.uk

Royal College of General Practitioners and the Princess Royal Trust for Carers Award 2011

Upton Surgery have won the UK National Caring for Carers award that recognises the provision in general practice of high-quality services for unpaid carers. Practices and Doctors are nominated by a carer and then asked to submit a detailed assessment questionnaire and evidence of the services available for carers. The entries are judged on a national basis initially and then the four country winners are entered for the UK award.

The RCGP stated that:

'one entry stood above the rest and the England adjudication panel had no difficulty in unanimously selecting Upton Surgery for the award'.

THANKS TO FRIENDS OF UPTON SURGERY

The surgery services will benefit from supporting a doctor with additional training to increase our dermatology services, and for additional equipment for the 24 hour ECG monitoring service.

Next summer the consulting rooms will be cooled by modern fan systems and the doctors have been given additional emergency equipment to support assessment of patients in the home. The nursing team have been provided with a new set of scales.

The friends would like to thank all those who donated funding to support these additional services for patients.

Thank you for taking the time to read this and if you have something to suggest or a query or want to express your thoughts, good or less good, regarding our services we do want to hear from you. There is a box for suggestions by the corridor to the doctor's consulting rooms. What would you like to share with us?