



Contacting us:

☎ **01454 616767**

For non urgent appointments or other enquiries please phone after 10:00 when it is less busy

Useful direct dials ☎ :

Prescription Enquiries

01454 205224

(Please note we cannot take repeat prescription requests over the phone)

Referrals: **01454 205223**

Medical/Insurance reports

01454 205225

✉ concordmedicalcentre@nhs.net

Opening Times:

Monday	08.00 to 18:30
Tuesday	08.00 to 18.30
Wednesday	08.00 to 18.30
Thursday	08.00 to 18.30
Friday	08.00 to 18.30
Saturday	08.30 to 13:00

We are working together with other NHS organisations to offer patients access to more appointments in the early mornings, evenings or at weekends. To find out more about these services, please contact the practice.

Patient Information

We are collecting information about organisations and services available locally that may benefit patients. These can cover a variety of areas, ranging from help with specific medical conditions to information about local clubs and activities that can help reduce feelings of loneliness and isolation.

If there is an area you would like us to provide more information about, please contact Bex by calling the practice or via e-mail at rebecca.loveys@nhs.net.

We Are Moving To Total Flow

From Tuesday 4th June we are introducing a system called Total Flow. For those patients already using the Ask My GP e-contact system you will continue as now but will see improvements in how and when we respond to you.

For those patients that currently telephone or come into the practice to book an appointment with a GP or a member of the Clinical Team your request will be added to the Total Flow system and our Reception team will complete a brief summary of your request including who you would like to deal with your request and how you want us to contact you. If you would prefer access to this system directly then the Reception Team can help you get started.

Our aim is to offer all our patients ease of access to a GP or a member of our clinical team on the day you choose and Total Flow will allow us to manage your requests in a timely way.

Yate Minor Injuries Unit Extended Hours

From 15th April, Yate Minor Injuries Unit (MIU) is open from 8am-8pm seven days a week, including bank holidays. Yate MNIU offers:

- Minor injuries treatment for adults and children
- Walk-in services without needing an appointment
- An X-ray service (visit www.nbt.nhs.uk for X-Ray service opening hours)

Yate MIU is located at:

Yate Minor Injuries Unit
Yate West Gate Centre
Yate, BS37 4AX

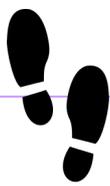
Yate MIU can be contacted on 01454 315 355 and more information can be found at www.sirona-cic.org.uk.

When the Surgery is Closed

If you require urgent medical assistance that cannot wait until the surgery re-opens please call **111**

If you have a life threatening emergency go to A&E or call **999**





Practice Health Walks with the Concord Ramblers

We are delighted to be continuing our practice health walks with the Concord Ramblers fortnightly in May, which anybody is welcome to join us on. As part of Concord Be Active, the Ramblers' route is a gentle walk from the surgery around Little Stoke Park.

Our next walks are scheduled for 11:00 AM on Friday 17th May and Friday 31st May.

Please arrive at the surgery main reception five minutes prior to the walk start time. Friends, family and well behaved dogs are all welcome!

May Bank Holiday Opening Hours



The surgery is closed on Monday 27th May. The following pharmacies are open on this day:

Boots Pharmacy, Bradley Stoke: 09:00-17:00

Tesco Pharmacy, Bradley Stoke: 12:00-16:00

Boots Pharmacy, The Mall: 09:00-18:00

Asda Pharmacy, Patchway: 09:00-13:00, 14:00-18:00

Boots Pharmacy, Yate: 10:00-16:00

Morrisons Pharmacy, Cribbs Causeway: 10:00-16:00

Tesco Pharmacy, Yate: 12:00-16:00



Skincare in the Sun

We have been supporting Sun Awareness Week 2019 (6th-12th May) with posters and leaflets in our surgery. Too much ultraviolet (UV) radiation from the sun or sunbeds is the main cause of skin cancer, and in the UK almost 9 in 10 cases of melanoma (the most serious type of skin cancer) could be prevented by taking the correct precautions, enjoying the sun safely and avoiding the use of sunbeds.

Here are some top sun protection tips taken from the NHS website:

- If possible, stay in the shade when the sun is strongest. In the UK, this is between 11am-3pm.
 - Cover up with suitable clothing and sunglasses.
 - Take extra care with children and make sure you never burn.
- Use at least factor 15 sunscreen, preferably more, with a UVA protection rating of at least 4. Ensure the sunscreen is not past its expiry date.
 - Don't spend longer in the sun than you would do without sunscreen.

With the right precautions, we can all enjoy the sun safely throughout the upcoming warmer months.

