

DRS WEBSTER, TWOMEY & LOWCOCK



PRACTICE STAFF

We reported in our summer newsletter of Dr Webster's retirement at the end of the year and we are now pleased to announce that Dr Lowcock will be taking over Dr Webster's commitment and working full time as of 1st January 2014.

We are also very pleased to welcome Dr Babajews who started with us in September taking over Dr O'Connor's Monday and Tuesday sessions.

We would like you to welcome our new Receptionist, Kim Manchester. Kim is on a permanent contract and will be learning the ropes over the coming months.

Following on from recent feedback about Practice Nurse availability, we have decided to trial Lindsay working some early mornings. This is to accommodate people who work so if you are retired or can easily attend at other times of the day please do not take up these valuable appointments. On that note also, Lindsay works by appointment only. We have had an increase in patients just popping in to "have a word" with her. This interrupts her surgeries and causes her to run late and can no longer be accepted.

REQUESTS FOR REPEAT PRESCRIPTIONS

Please note that all prescription requests require 48 hours notice. This is standard in any practice, as Doctors are extremely busy and only have limited slots in the day to deal with these requests. It is your responsibility to request your medication within this time frame to ensure that you do not run out.

We would like to thank the majority of patients who routinely order their medication in a timely manner. However, there are an increasing number of patients who are allowing their medication to run out and then requesting that they be issued by the practice on the day. This puts an increased demand on the Doctors, who have to interrupt what they are doing to deal with these requests, many of which require the Doctor to look through the patient's records or carry out a medication review. Please ensure that you are organized and request your medication on time.

In collaboration with our Patient Participation Group we have implemented a new procedure for dealing with urgent requests. Ultimately it is the Doctors decision whether to issue the prescription on the day or deal with it as a routine request with 48 hours. We will be issuing letters to patients who do not adhere to this system. Please do not remonstrate with the Reception staff as the Doctors decision is final.

REMEMBER, if you are ordering early please tell us why i.e., you're going on holiday. If it is a valid reason your request will not be refused.

USE THE INTERNET TO BOOK / VIEW / CANCEL YOUR NEXT APPOINTMENT **AND** ORDER YOUR REPEAT MEDICATION 24 HOURS A DAY / 7 DAYS A WEEK

YOU CAN REGISTER FOR THIS SERVICE ON LINE – VISIT OUR WEBSITE AND CLICK ON THE LINK

INFORMATION ABOUT YOU

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care. The Government feel it is important that the NHS can use this information to plan and improve services for all patients and would therefore like to link information from all different places where you receive care, such as your GP, hospital and community service, to help provide a full picture. Information such as your postcode and NHS number but NOT your name, will be used to link records in a secure system, so your identity is protected. Information that does not reveal your identity can be used by researchers and those planning health services to make sure we provide the best possible care for everyone. For more information, including a list of frequently asked questions, go to www.nhs.uk/caredata or pick up a leaflet from the practice.

MEDICATION REVIEWS

Most of our patients comply with practice procedures but we are concerned about the increase in the number of patients ignoring the Doctors requests for patients to make an appointment for a medication review, blood test, blood pressure check or annual review with the Nurse or HCA. We would like to remind patients that these reminders are done so that the Doctor can safely prescribe your medication and to ensure your optimum health.

If you fail to co-operate the doctors may reduce your supply of medication down to just 2 weeks worth of drugs.

Seasonal vaccinations

Flu season is upon us already. We are holding two walk-in style clinics on Saturday 12th October and Tuesday 22nd October. These clinics are for anyone over the age of 65 and patients under 65 in an at-risk category, i.e. patients with diabetes / COPD / Heart Disease / Asthma / Kidney disease / Stroke/ immunosuppressed / pregnant or a carer.

Also this year we are immunizing the 70 year old and 79 year old population against shingles. The specific age group is dictated to us by the Department of Health and only those attending with a personalized invitation will be given the vaccination. Other age groups will be called for in the future.

Children will be also offered the flu vaccination. The first age group to get the vaccine as part of the national programme will be 2 and 3 year olds. These children will receive invitations from the practice.

