

Premises Update

Work is continuing on our premises in Burbage. The extension at the rear of the building has now progressed and the contractors are in the process of fitting the roof. Works are also in progress in the roof space and new plant room. At the last site meeting on 12th June 2019, there was a delay reported due to changes in the first floor construction. However, the contractors are hopeful that this delay will be reduced as some internal works for the next phase are now being carried out simultaneously.

We are aware that there is a significant amount of noise on site but this is unavoidable. We are working with the construction team to minimise disruption to patients during the building work.

May we please request that patients do not park on the road outside of the surgery. Alternative parking is available on the Featherstone Drive Car Park.



Staffing changes

From the beginning of August 2019, Dr Rebecca Phillips will be rejoining the practice as a salaried GP. Dr Kumar will be leaving us having completed his GP training; we wish him well for the future. Dr Anna Williams will be joining us for the final year of her GP training and Dr Maggie Anton will be joining us for a 4 month placement. Dr Szrok is now taking maternity leave. Dr Walker will also be taking maternity leave from mid –August. Both Dr Szrok and Dr Walker will be returning to the surgery next year. Tina Baum has now retired from her position as a Dispenser and has been replaced by Laura Evans.

Stopping 3rd Party Ordering of Repeat Prescriptions

The way repeat prescriptions are ordered has changed. You will now have to order your repeat prescriptions directly through your GP practice, and not your high street or internet pharmacy or appliance contractor. If you already order repeat prescriptions directly through us this change will not affect you. Your pharmacy may continue to collect, receive and deliver your prescription as before.

Why are the changes happening?

Being in charge of ordering your own repeat prescriptions ensures you get the medicines you need at the time you need them. This can help prevent the build-up of unused or old medicines at home which improves safety, reduces medicine waste and saves the NHS money.



Who are Third parties?

- Third parties are pharmacies or other agencies such as dispensing appliance contractors
- In the past third parties were able to order a repeat prescription from a GP practice on behalf of a patient, very often through a managed repeat service
- Managed repeats are where the pharmacy asks the patient what they need for their next repeat prescription when collecting their latest prescription
- Managed repeats have been found to be a significant source of over ordering

How to order my prescription from my GP

- You can order repeat prescriptions through your GP practice online
- You can drop off or post the tick slip, which is the right-hand side of your prescription which lists your current repeat medication. Tick only the medication you require and hand this in or post it to your GP practice. If you don't have your slip, please put your request in writing, listing the medications you require along with your name, date of birth and a contact number. We do not accept telephone requests.

If you are unable to order your prescription yourself, or have no-one to do this on your behalf, please inform the pharmacy. They will submit a request to the surgery to allow them to continue to order your prescription on your behalf. Authorisation of requests will be at the discretion of the GPs.

Golden rules of ordering

- Only order what you need – If you don't need the medicine please don't order it. If you need the medicine in the future you can still request it and it will not disappear from your repeat list.
- Check your bag of medication before you leave the pharmacy - Even if you never open them, once medicines have left the pharmacy, they cannot be recycled or used by anyone else.

Notes from the Patient Participation Group

The surgery patient group held its monthly meeting on Tuesday 2nd July 2019 with the main points including:

Phones update:

Members said patients were still complaining about the phone system at peak times, with some saying they were cut off two or three times after being on hold for several minutes. Others said they had had to travel to the surgery because they couldn't get through. Practice manager Wendy Shaw said they had hoped to have the new telephone system in place by now. Unfortunately, unforeseen problems with Broadband had delayed the original installation that had been planned for mid-June. Broadband problems have now been resolved and a new installation date has been arranged for 22nd July 2019. The surgery apologises to patients for any inconvenience caused as a result of this ongoing problem.

Fund-raising:

The group and surgery are considering running a trip for patients and friends to a Christmas market or similar event this year. The event will raise money to buy items or equipment to benefit patients once the improvement work is finished. More information will be announced as soon as details are finalised