

WASHWAY ROAD MEDICAL CENTRE

"SURGERY SNIPPETS"

- a newsletter for our patients.

July - September 2015

Update on prescription ordering & processing

"Not another article on prescriptions!" you may think, but please, bear with us

The good news is over a quarter of our 7000 patients who take regular, repeat medications are signed up to online prescription ordering and this seems to work really well for all concerned. If you've not yet done this, look online at www.wrmc.org.uk or ask at reception, with formal photo ID and address evidence.

Giving us **2 working days** to process orders, should result in all prescriptions being ready for collection either at reception or at your nominated pharmacy, as planned 😊

The not so good news is repeated "last minute" urgent orders, from patients who have forgotten to order in good time, frequently interrupt and delay this 2 day turnaround time – meaning others have to wait longer for their prescription. We feel this is unfair to those patients who have ordered in good time 😞

ORDERING YOUR PRESCRIPTION FROM US

1. **Online** directly from your medical record by signing up to EMIS Access at reception
2. **Post** re-order slip (or a note of your name, address & meds) into silver postbox 24/7
3. **Post** re-order slip to us via Royal Mail
4. **Ask** at reception
5. Arrange a pharmacy to re-order for you (only if unable to use methods 1 – 4)

We post reminder notes on your re-order form when tests or review appointments are needed. Please ensure you receive this information from the pharmacy when you collect your medication & attend as requested, before your next order.

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OBTAINING YOUR MEDICATION

If you wish to collect your medication directly from the same, regular pharmacy, then ask at the pharmacy to "nominate" them. All your prescriptions will then be transmitted electronically to that pharmacy (unless you tell them otherwise).

If you still wish to collect your printed prescription from the surgery, then do not nominate a pharmacy.

Many pharmacies also offer a **home delivery** service; speak to your pharmacy team if this is something that could help you or your carer.

Please consider others' needs & don't leave ordering until the last minute!

Please note that Pharmacy2U are writing to patients in this area offering their dispensing services. You can find their letter about this on our website www.wrmc.org.uk which confirms that they do not obtain your name and address details from any GP surgeries.

PATIENT SAFETY - is a priority for all GP practices. To ensure we continue to prescribe safely and appropriately for all our patients, we need enough time to process your prescription request properly, particularly if you are being started on new medication by the hospital.

Whilst we understand patients are keen to start their medications quickly, you must allow us 2 full working days to prepare your prescription. If a consultant wishes you to start new medication quickly then they themselves are able to issue a prescription there & then for you to obtain from the hospital pharmacy.

WHAT'S NEW?

Our website has all the info about new services:

Men B vaccination programme for babies;
Men C vaccinations for teenagers/young adults;
Last chance for those aged 79 to get a **shingles vaccination** & how we're ensuring you have an **accountable, named GP**.

www.wrmc.org.uk

ONLINE APPOINTMENT BOOKING

– we now have the facility for you to book **ante-natal appointments** with the midwife, **some annual reviews** for long term conditions eg **asthma & COPD**, and 'phone appointments with most of the GPs.



Sign up at reception by showing formal ID & address confirmation.

In the Autumn you'll be able to book your 'flu jab appointment online, so make sure you're signed up by September for this.



We're also re-configuring the appointment system further to enable greater pre-booking of face-to-face appointments via the receptionist, with the aim of booking you the appointment you need first time. Thanks to all who've given us feedback about this.



At the end of July we say goodbye to our current GP pre-registrar **Dr John Emery** – who's had excellent feedback from patients – as have the two Foundation year 2 doctors – **Dr Harriet Lamb** and **Dr James Van Gils**. Both Dr Emery & Dr Van Gils have made general practice their career choice, so you may see them again in the future!

From August 2015 we welcome **Dr Andrew Ross** and **Dr Oliver Hobman** – both GP registrars who will be with us, full-time, for their year's training in general practice. They'll be joined by two new Foundation Year 2 doctors **Dr Dale Kirkwood** & **Dr Laura Calder**.



If you **CHANGE YOUR CONTACT NUMBER** or **ADDRESS** – please let us know so we can contact you in an emergency when needed. If your new address is still within our catchment area, we will confirm we can continue providing services there. **If this is outside our catchment area, then you will be advised to register with a practice closer to your new home.** Doing this **promptly** ensures that should you need GP care, community services, out-of-hours urgent care or any social services help, then there should be no difficulty accessing these at your new address.



It can come as an untimely and unwelcome surprise to patients who've moved outside our area and not re-registered, to find that we are under no obligation to provide healthcare services and that some community services are not available when you need them. Registering with a new GP close to home avoids this. Unfortunately, we do not have the capacity to retain patients' registration when they move out of our area and must consider our contractual obligations to those who live within our boundary area of responsibility.

BANK HOLIDAY
& TRAINING
CLOSURES
THIS QUARTER

Monday 31 August 2015 CLOSED ALL DAY
Thursday 24 September 2015 CLOSED FROM 1pm
see website www.wrmc.org.uk for urgent care options

URGENT HELP AVAILABLE:
via NHS 111 [dial 111]
Mastercall GP on call 0161 476 2299
TGH urgent care centre 8am - midnight



If you've any clean and tidy children's books that could be recycled into our waiting room, please would you drop some off at reception? Thanks in anticipation ...

