

THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



February 2012

Prescriptions

GP receptionists play a "hidden" role in ensuring patients get the correct treatments when they need them, says a study in the British Medical Journal. Researchers from Queen Mary, University of London, analysed how four UK surgeries organised repeat prescriptions. They found that receptionists used their knowledge and experience to make a computer-based process run safely.

Repat prescriptions are defined as prescriptions issued without a consultation between the GP and patient. They account for up to three-quarters of all drugs prescribed and four-fifths of drug costs in UK general practice. Around half of all registered patients receive treatment by repeat prescription and rates are rising, the authors of the study say.

With electronic records and computer systems in most GP practices, patients assume that issuing these prescriptions is a simple, automated process. But this study, in which researchers spent 395 hours directly observing the work of receptionists and other administrative staff, found repeat prescribing to be a complex, technology-supported social practice, requiring collaboration between clinicians and administrative staff.

Please remember we are unable to take your prescription request over the telephone. Prescriptions can be requested by:-

Putting your request in the prescription box in our reception area.
Posting it to us. Faxing it on 01323 417085. Emailing it via the link on our website www.arlingtonroadsurgery.nhs.uk or by asking your local pharmacy to request for you.



We turn around routine requests in 48 hours but please remember if you have asked for an item that is not on your repeat list this may take longer.

A little plea from our prescription team...

If you are expecting your medicines to be delivered but they have not arrived, please telephone your pharmacy first before contacting the Surgery. We take many calls from patients whose medication has not been delivered and on investigation find that their prescription has already been collected by their pharmacy. Thank you.

Dr Deery - Fridays

For the next 7 months or so Dr. Deery will be away from the Practice every Friday. This is because, on those days, he will be working in Brighton with the Sussex Cancer Network. His role there will be to provide the network with advice about cancer related issues from the GP perspective, and to act as a link between the network and medical practices across Sussex. His work will focus mainly on the National Awareness and Early Diagnosis Initiative which has the aim of trying to speed up diagnosis and treatment throughout the county, with the hope of improving cancer outcomes. The role will include helping to forge links between the network and the newly emerging GP Clinical Commissioning Groups, trying to improve GP access to diagnostic tests and treatment pathways.

Wasted Appointments

Between July - Dec, 2011 there were a total of **347** missed Doctor's appointments. That is the equivalent of **23 surgeries in 6 months**.

So in the last year we have lost the equivalent of **54 surgeries** = a total of **709 appointments!**

If you no longer need an appointment you have booked, please have the courtesy to cancel it.

You can cancel appointments at any time without needing to speak to a receptionist, using our automated system.

Unwanted Prescription Drugs

Unfortunately we are no longer able to collect unwanted medication here at the Surgery.

Please now use your local pharmacy to dispose of any unwanted medication. Thank you.



Surgery Closure

The next Protected Learning Afternoon for all local GP Surgeries is on Wednesday 14th March.

The Surgery will therefore be closed from 12 noon and cover will be provided by South East Health - the Out of Hours GP Service.

Practice Patient Forum

The Patient Forum consists of a group of patients and practice staff who together try to make a positive contribution to the services offered to patients at the surgery. The Forum meets monthly; every other month it is joined by members of the medical staff, the Practice Manager and Practice staff.

The objectives of the Patient Forum are:

- * To form a two-way communication bridge between patients and the practice.
- * To contact patients for their views and provide regular feed back to the practice.
- * To highlight any services that could be improved.
- * To promote health events and awareness days. This is done with posters, leaflets and information packs displayed on the Patients' Notice Board and tables throughout the waiting areas of the surgery. Last October, a very successful Stroke Awareness Day was held at the Victoria Baptist Church in Eldon Road, together with the Patients' Forum of the Lighthouse Medical Practice.
- * To influence the provision of local Health and Social care.

For more information, please look at the notice boards. We try to keep them up to date as far as health awareness days are concerned. You can also pick up a leaflet about the Forum at the reception desk. If you would like to contact any member of the Forum, please enquire at the reception desk, where you can also pick up a leaflet which sets out our aims and objectives.

Finally we would like to point out that the Forum is affiliated to the National Association for Patient Participation (NAPP) and is governed by the rules of that registered charity.

Congratulations Dr Stevens!

As you may know Dr Stevens is currently on Maternity Leave. She gave birth to a beautiful baby girl on 29th December - Giorgia Alessandra weighing 7lb 1oz. We wish them well.

Thank You...

We would like to thank all of you who kindly gave Christmas gifts to the Surgery Staff, it is very much appreciated. We wish you all health and happiness for 2012.