**Hamstreet Surgery PPG**

FREQUENTLY ASKED QUSTIONS

1. **Why can’t repeat prescriptions be provided for longer than one month?**

It is best practice and national policy for prescriptions to be reviewed monthly. This is to ensure that medicines are reviewed frequently and that medications kept at home are safe and have not expired. This practice is monitored by the clinical commissioning group. However this practice does try to provide some flexibility around bank holidays.

1. **NHS Podiatry service**

 Sadly the NHS podiatry service was withdrawn from the surgery some time ago but there is an option of a private service for patients. Please enquire at

 Reception for details.

1. **Walking Aids**

Walking aids cost the NHS huge sums of money to supply to patients. The Therapies departments at East Kent Hospitals alone spent in excess of £27,000 last year on walking aids. You can help save money! If you no longer need the crutches that were provided - you can bring them back to the hospital or the surgery and we will try to reuse them.

1. **Two week wait for GP appointment / Triage system**

 The practice has a constant balance between urgent care and planned care. Urgent care patients are prioritised very quickly and could be seen the same

 day whereas planned care patients can then find they are waiting longer.