



Upton Surgery Patient Newsletter

PLEASE GIVE US AS MUCH NOTICE AS POSSIBLE IF YOU NEED TO CANCEL YOUR APPOINTMENT. THIS WILL GIVE US THE OPPORTUNITY TO USE THE TIME FOR OTHER PATIENTS. THANK YOU

APRIL 2019 - Contents

- | | |
|----------------------------------|---------------------------|
| 1. Prescription Charge Increase | 7. Missed appointments |
| 2. Repeat Medication | 8. Help Us Get It Right |
| 3. Upton Library Readers at Home | 9. Wasted/Unused Medicine |
| 4. Patient online | |
| 5. Fees for Non NHS Services | |
| 6. Friends of Upton Surgery | |

1. PRESCRIPTION CHARGE INCREASE

With effect from 1st April 2019 the Government have increased the prescription charge by 20 pence from £8.80 to **£9.00** for each medicine or appliance dispensed.

To ensure that those with the greatest need and who are not already exempt from the charge are protected, the Government have frozen the cost of the prescription prepayment certificates (PPC) for another year. The 3 month PPC remains at £29.10 and the cost of the annual PPC will stay at £104.

This saves money for anyone who has 1 repeat medication a month; it is now more cost effective to have a prepayment

2. REPEAT MEDICATION

As of **April 1st**, we are requesting that you **please allow 3 full working days** to collect your medication from the Dispensary. Any requests received before 11am Monday to Friday, will be ready to collect 72 hours later. We Apologise for the increase in wait time for your medication and advise that you order your medication when you have 7-14 days left of your current supply.

This change only impacts Dispensing Patients.

You can order your prescription in several ways:

- Patient Access online, Please ask for details at the Reception Desk.
- Via our post box located next to the Dispensary hatch.
- Our repeat prescription line. Open Monday to Friday 8:30 - 10:30 on 01684 592840.
- Via fax on 01684 592372.

Or ask at the Dispensary about how we can manage your repeat prescriptions for you.

3. UPTON LIBRARY READERS AT HOME

Do you or anyone you know have difficulty visiting the library?

Library volunteers can deliver FREE OF CHARGE a selection of books and/or books on CD based on your preferences, direct to your own home.

To find out more please call 01905 822722 and ask for UPTON LIBRARY or email uptonlib@worcestershire.gov.uk

4. PATIENT ONLINE

If you wish, you can use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call into the surgery for any of these services.

Being able to see your record online might help you to manage your medical conditions. It even means that you can access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before.

For more information please ask our Reception Team.

5. FEES FOR NON NHS SERVICES

Certain forms, reports, medical certificates/ examinations and vaccinations fall outside the NHS service provided by the GP's and a charge for these services must be met by the patient. **Please allow at least 14 working days for completion.**

6. FRIENDS OF UPTON SURGERY

The Upton upon Severn Medical Support Trust better known as Friends of Upton Surgery was established in 1988 as a Charity to enable voluntary donations to the Upton Medical Practice to be used as effectively and appropriately as possible. The Trust aims to provide support and equipment to the surgery that cannot be obtained from any other source.

The Trust is managed by a group of local Trustees who represent the interests of the local residents and work closely with the Practice. They are selected from the local community so that collectively they have the necessary knowledge and skills to ensure robust operational management of the Trust. No Trustee is connected in any financial or management capacity with the Medical practice.

Since the new Health Centre was established the Trust has contributed on many fronts from Training of Doctors and Nurses in specific fields which broadens the care package for the community to capital items for use both within the centre and for home visits. The following are some recent examples:-

Blood Pressure Machines for home and Surgery use
Dosette Management System
Replacement programme for Physio Equipment
Surgery wheel chair
Specialist training of nurses on Asthma and COPD
High Capacity Weighing Scales
Health Monitor renewal
Pilates Equipment

As well as the above the Trust continues to contribute to more day to day expenses such as maintenance of previously purchased equipment and support for the Centre's information systems.

Donations to support your Surgery and its activities are most welcome and much appreciated by the community. Should you wish to contribute or require further information please contact:-

The Upton upon Severn Medical Support Trust
Registered Charity No. 701328

We are also very grateful to the Mayor of Upton, Simon Yates, for his generous donation in March .



Picture taken by "Vanessa Pearce"

7. MISSED APPOINTMENTS

Please remember to cancel by telephone or online, even on the day, as we can usually offer it to someone else in need.

For the period April 2018 to March 2019 we have lost 9 appointments every working day with patients not turning up.

Allow plenty of time with road works to get here on time

8. HELP US GET IT RIGHT

We constantly try to improve the services we offer. Please let us know when you think we have done something well or if you have any suggestions on how we can do something better. Our suggestion box is located in the patient waiting area and our Friend and Family Test cards are available on our reception desk.

Our website allows for feedback and comments on www.uptondoctors.co.uk.

Upton Surgery has nominated Georgina Gwynne as Complaints Lead. She is responsible for monitoring the complaints process and the progress of the investigation ensuring that any concerns you have will be investigated thoroughly and in a timely manner.

9. WASTED/UNUSED MEDICINE

This is a serious and growing problem within the NHS that you can help tackle.

- Please let your GP or Pharmacist know if you've stopped taking any of your medicines.
- Check what medicines you still have at home before re-ordering.
- Discuss your medication with your GP or Pharmacist on a regular basis.
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really 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.
- If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag.

