
Bridge Surgery Newsletter July 2016



New Duty Doctor System

From 1st August 2016, we will be introducing a new duty doctor system, initially for a trial period, in order to manage increasing demand. Each of the doctors will take part in a rota for duty doctor days.

The duty doctor is on duty for the whole day and will deal with **urgent** matters for that day and any **emergencies** that present on that day. The duty doctor may be able to help you over the telephone or arrange an appointment for you to be seen by them at the surgery.

If you believe you have an urgent problem, please phone the surgery as early as possible in the working day so that we can plan patient care. Your call will initially be dealt with by a receptionist who will ask some screening questions if you are requesting an on the day appointment. The receptionist will need to ask for further details about your problem and confirm a contact telephone number so that the duty doctor can triage the patients on his/her list. Please tell the receptionist a little about your problem in order that we can prioritise serious illness.

You will only be added to the duty doctor's telephone list if you have an **urgent** problem that needs to be dealt with that day. If this is not the case, you may be asked to call back to book an appointment the following day or offered the next available pre-bookable appointment.

The duty doctor will then contact you by telephone to discuss your symptoms. Depending on the nature of the problem, the duty doctor will then decide the most appropriate action to take e.g. telephone advice, a prescription or an appointment either the same day or a routine appointment. If you and the duty doctor agree that you have a serious health problem that prevents you coming to surgery, they may offer a home visit. Alternatively, the duty doctor may suggest a more appropriate health care provider, such as the pharmacy, a dentist or an optician.

If you have been added to the duty doctor's telephone list, PLEASE ensure that you are easily contactable.

GP Trainee News Congratulations to Dr Masaud who has qualified to be a GP after her return from maternity leave in July. Dr Masaud will be working on an ad hoc basis at the surgery over the next few months. Goodbye and best wishes to Dr Taunk who completes her placement with us in August and welcome to Dr Khan, our new GP Trainee who joins us in August for a 12 month placement. She will be joined by another GP Trainee, Dr Turner, in November. Dr Seedat is currently on maternity leave after the safe arrival of her second son earlier in the year.

Online Services

Do you have trouble getting through on the phone first thing in the morning? Would you like to make your next GP appointment, order your repeat prescription or view a summary of your medical record online?

If you would, please pick up an information leaflet and application form available from reception or www.bridgesurgery.net. Once you have completed the form just call into the practice with it and your documents to verify your identity. Log in details can then be issued.

Electronic Prescription Service (EPS)

We are going live with EPS on 11th October 2016. Further information about EPS can be found overleaf. Please note – it is your choice which pharmacy you nominate to receive your electronic prescription/s and you can still receive paper prescriptions if you prefer.

Friends & Family Test

'How likely are you to recommend our service to friends and family if they needed similar care or treatment?' Please let us know how we are doing by completing a card at the desk or via the website.

A new way to get your medicines and appliances



The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is this service right for you?

Yes, if you have a stable condition and you:

- don't want to go to your GP practice every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

How can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called nomination. You can choose:

- a pharmacy.
- a dispensing appliance contractor (if you use one).

Ask any pharmacy or dispensing appliance contractor that offers EPS to add your nomination for you. You don't need a computer to do this.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

If you are unhappy with your experience of nomination

You can complain to the pharmacy, dispensing appliance contractor (DAC) or GP practice. You can also complain to [NHS England](https://www.nhs.uk) or their local NHS Clinical Commissioning Group (CCG) if your complaint cannot be resolved www.england.nhs.uk/contact-us/complaint/

For more information visit

www.hscic.gov.uk/epspatients or your pharmacy.