

## DARWEN HEALTHCARE NEWSLETTER

Comments from  
Ann Neville, Customer Service Manager



Firstly, on behalf of the practice I would like to thank all our patients and colleagues for remaining tolerant during the recent changes to our computer system. The computer system is now up and running.



### Repeat Prescriptions

The practice recently received some comments and suggestions regarding repeat prescriptions and these have been addressed as follows:

To take advantage of electronic re-ordering of your repeat medications, you can use either of the following methods:

Email your repeat medication requests to us at: [repeats.P81051@nhs.net](mailto:repeats.P81051@nhs.net) or go to our website [www.darwenhealthcare.co.uk](http://www.darwenhealthcare.co.uk)

Electronic Prescribing Service (EPS)

- The Electronic Prescription Service enables our prescribers- such as GP's and Practice Nurses to send prescriptions electronically to a pharmacy of your choice. This makes the prescribing and dispensing process more efficient and convenient for you
- If you collect repeat prescriptions you will not have to visit our practice just to pick up your paper prescription. Instead, your GP will send the prescription electronically to the place you choose, **saving you time**
- The prescription is an electronic message so there is **no paper prescription to lose**
- 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**
- If the prescription needs to be cancelled the GP can electronically cancel and issue a new prescription without you having to return to the practice – **saving you extra trips**
- **You may not have to wait long at the pharmacy** as your repeat prescriptions can be ready before you arrive.
- Please contact your preferred pharmacy to sign up to EPS.

If your pharmacy is re-ordering your medications for you, please ensure that you let them know if there are any medications you do not require as several patients have mentioned receiving medications that they didn't actually need. Pharmacies cannot take back medications once issued.

### Synchronisation of Repeats

Some of you have already taken advantage of our synchronisation service as this helps reduce your medication requests from several times a month, to just once a month. If you have to order your repeats more than once a month, you will benefit from our synchronisation service. Please ask at reception for a synchronisation form.

### Pharmacy Drop Off's and Collections

Taking on board comments from our Patient Reference Group we have been looking at ways of streamlining pharmacy prescription collections. We have arranged timed collections for each of the local pharmacies in order to avoid bottle neck situations; therefore, commencing Monday 19 May 2014 an area will be marked for Pharmacy Prescription Drop off's and Collections and hope that this will decrease queues at the reception desk.

## Become a Dementia Friend

Dementia Friends is about giving more people an understanding of dementia and the small things that could make a difference to people living in their community.

For more information please visit: [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

## Patient Reference Group (PRG)

We have had a successful 6 months working with the patient reference group. We would like to recruit at least another 4 or 5 members and would like some patient representation in the following age groups:

18 -29 's

Over 70's

Parents of young children

The Group meets bi-monthly on a Monday 5:30 pm to 7:00 pm.

If you would like to become a member please contact Ann Neville, Customer Service Manager on 01254 226711 or email [darwen.healthcare@nhs.net](mailto:darwen.healthcare@nhs.net)

## Important Information Re : GP Lists

In order to facilitate extra Pre-Bookable Appointments the practice has employed two additional GP's:

Name	AM Clinic	PM Clinic
Dr Jane Killalea	Mon, Tues and Wed	Mon, Tues and Wed
Dr Sandra Quenault	Mon, Wed and Thurs	Mon, Wed and Thurs

As advertised on our website, prescriptions and reception notice boards the practice has started to adjust GP lists and you may find that your usual GP is changed. The reason our lists are being adjusted is that as detailed above the practice has two new GP's and some of our GP's have reduced the number of clinics they hold, therefore a number of patients indicated that they were having a difficulty seeing their usual GP. If you have any concerns regarding this please do not hesitate to contact Ann Neville, Customer Service Manager.

## Pre-bookable Appointments

Having listened to our Patient Reference Group and Patients suggestions we are pleased to announce that an allocation of pre-bookable appointments for all our GP's and nurses are now being released on a weekly basis.

It is currently possible to book appointments up to 5 weeks in advance and within the next 2-3 months appointments will be pre-bookable up to 8 weeks in advance (subject to availability). The practice will still have priority on the day appointments for patients requiring to see a GP urgently which are released at 8am each day. Please note that these appointments are generally booked in time order.

## Protected Learning Times

In order that Darwen Healthcare Clinical Staff can complete required training emergency cover only will be provided from 12:30pm to 6:30pm. Telephones and Reception will still be manned. The next Protected Learning Times will be:

- Thursday 19 June 2014
- Tuesday 08 July 2014

When the practice is closed for protected learning time our reception and telephone is manned. Any patients identified as needing urgent care will be given an Out of Hours Contact Telephone Number.

## Home Visits

If you require a home visit we would ask that you contact the surgery before 11:00 am so that your visit request can be allocated to an available GP. Please telephone 01254 226691/2/3 then choose option 2. The GP or another member of the practice team may contact you by phone before visiting to clarify the need for the visit. After 11:00 am visits will only be available for medical emergencies which cannot wait until the following day.