

PRACTICE NEWSLETTER

INSIDE THIS ISSUE:

Practice Closure Dates

Doctors in Specialist Training

Blood tests request by your hospital consultant.

Private Services based at Old School Surgery

Staff Update

Respect Us Campaign

When will my script be ready?

Medication Reviews

On-line appointments & Prescriptions

Practice Closure Dates

Monday 29/8/16 – the practice will be closed all day. For medical emergencies please contact Dalriada Urgent care on **02825663500**

The practice will be closed from 1pm onwards on the following dates for staff training. Medical Emergencies will be covered by Dalriada Urgent Care on **02825663500**

Wednesday 12/10/16

Wednesday 16/11/16

The practice may implement further training dates as required. These dates will be advertised on our practice website at www.theoldschoolsurgery.co.uk

Doctors in Specialist Training

Our practice is a training/teaching practice. Our doctors are fully qualified and have a great deal of hospital experience prior to joining the practice. The following doctors are available for appointments at the practice:

Dr C Halleron will be with the practice until May 2017

Dr P Ross will be with the practice until February 2017

Blood Tests Requested by the Hospital

The Practice has recently agreed to participate in an enhanced service, which enables patients to attend the surgery for blood tests which are requested by their consultant/nurse led clinic. The practice has been issued with strict guidance by the northern health and social care trust which outlines the following requirements.

1. The consultant **MUST** provide you with the appropriate **FORMS** and **LABELS** prior to you making an appointment with the practice nurse.
2. The blood tests can only be performed by the **PRACTICE NURSES** within the practice. Appointments must not be made within the Treatment Room.
3. Blood tests requested by Private Consultants must be carried out by the private consultant and not performed at the practice.

Please note the following information

1. If you attend for blood testing requested by the hospital and do not have your forms and labels the practice will be unable to perform your blood test.
2. All forms and labels are your responsibility and will not be held at the practice.
3. This service is for blood tests only, all other investigations, such as ECG, BP etc., will be performed by the hospital as they are not available within the practice.
4. All test results will be sent directly to your consultant and will not be available at the practice. Please do not contact the practice for these results.

This service will be offered by the practice while funding is available. In the event that funding is withdrawn the practice will no longer be able to provide the service.

Private Services based at Old School Surgery

The following **private** services are now based at Old School Surgery. Appointments and further information can be obtained directly from the service providers. Unfortunately we do not hold any booking information at the practice.

Physiotherapy Service Provided by Physiotherapy Associates - contact 028 9083 9110

Podiatry Service Provided by The Gait Lodge - contact Suzanne on 07754973367

Staff Update

Over the next few weeks we will be welcoming 3 new members to our practice team. Lyndsay will be joining the administration team at the end of August and will be working in the main office and at reception. Kathryn will also be joining us in the near future as our Practice Administrator; she will oversee the day to day running of the Administration Team. Many of you will already know Louise who currently works in our Treatment Room; from September Louise will be taking on a new role as Practice Nurse. She will work alongside Arlene to provide nursing services at the practice.

Dr Alexander will be starting Maternity Leave at the end of August 2016 & will be off for a period of 6 months. During this time appointments will be available with locum doctors until she returns in March 2017.

Respect Us – We are here to help

We would like to thank all our patients who have shown and treated us with the utmost respect. However, over the past few months there has been a marked increase in demand for services at the practice. At busy times patients can experience longer waiting times, which can lead to some patients taking out their frustration on our staff. It has now become routine for our staff to receive verbal abuse, which often includes swearing & offensive personal remarks. We would like to remind everyone that any form of verbal or physical abuse (including swearing or offensive personal remarks) is completely unacceptable and will not be tolerated.

Please be patient and remember our staff are here to help you and are doing their very best, often in very challenging circumstances. Patients who continue to be abusive despite a warning will leave us with no option but to remove them from our practice list.

When will my prescription be ready?

We ask that you make yourself aware of your collection times in relation to your medication requests. Patients are increasingly coming to the practice or nominated pharmacy prior to the specified time frame as outlined below. This has put additional pressure on our systems and causes unnecessary delays for other patients.

Prescription Ordered	Prescription ready for collection at surgery	Prescription ready at nominated Pharmacy
Monday	Wednesday Afternoon	Thursday Afternoon
Tuesday	Thursday Afternoon	Friday Afternoon
Wednesday	Friday Afternoon	Monday Afternoon
Thursday	Monday Afternoon	Tuesday Afternoon
Friday	Tuesday Afternoon	Wednesday Afternoon

*****Discharge letters & medication notes – please allow 24hrs notice for collection & additional 24hrs if collecting from your nominated pharmacy.***

Medication Review

In the interest of ensuring that all our patients receive the medicines that are best for their medical conditions, we are constantly reviewing our prescribing in-line with recommendations from the NHSCT. This means that from time to time, your medicine, or the dose prescribed may change. Any changes will be notified to you with a note on the 'right hand' side of your prescription or by letter from the practice pharmacist/doctor.

On-line appointments & prescriptions –24 hours/7days per week

The existing Vision Online Services website [www.myvisiononline.co.uk] is being replaced with a new website called Patient Services [www.patient-services.co.uk].

If you have not used the online services since the 21/7/16 you will be prompted at your next log in to migrate your information to the new service.

What's changing? -It's simple - the newly designed website is faster, easier to use and works beautifully on Smartphones and tablets as well as computers.

What's staying the same? You can continue to make appointments and order your repeat medication 24 hours per day/7 days per week.

We recommend that you set up your new online account at www.patient-services.co.uk as soon as possible. The new website includes a help section for patients and includes user guides and videos on how to migrate to the new website and use the services available.

If you have not registered for on-line services please visit our website to print out a registration form or collect a form at your next visit .