



GRANGE PARK SURGERY

SPRING 2013

STAFF NEWS

Dr Laura Butler is our new GP registrar and will be with us until August.

Jane, who has worked tirelessly for us for 21 years, will be retiring at the end of March to spend more time with her family. Many of you will remember her on reception and in latter years she has been our medical secretary. We are sure you will join us in wishing her a long and relaxing retirement. After working for six doctors, grandchildren must be easy!

SELF ARRIVAL SCREEN

We now have a self arrival screen in the waiting room which saves patients waiting at reception if the receptionists are busy on the phone. It is very simple to use and any of the staff will be happy to help you.

BP MACHINE

We would like to encourage patients to use the blood pressure machine in the waiting room. This is for the convenience of the patients and does save you having to make an appointment with the nurse. Once the reading has been printed, make sure your name and date of birth is on the back and hand it into reception. Again any of the staff will be pleased to show you how to use this.

REPEAT PRESCRIPTIONS

Since the beginning of January, we have stopped taking requests for prescriptions over the phone. This is purely in the interests of patient safety as verbal messages are not always clear. There are 4 ways you can request a repeat prescription:

You can tick the items you require on the right hand side of the prescription and bring it into the surgery or put it in the letterbox.

You can do as above and take the request into the Cohen's pharmacy in the village.

You can phone Cohen's chemist 01943 863158 between 9.30am and 11am with your request

You can register online by coming into the surgery with some form of ID to get all the necessary paperwork. You can then order prescriptions any time and these will be processed the next working day.

WHICH EVER METHOD YOU CHOOSE, YOUR PRESCRIPTION WILL BE READY TO COLLECT IN 48 HOURS

P.T.O

ORDERING REPEAT PRESCRIPTIONS ONLINE

When trying to order prescriptions online, a message saying that the medication is up for review may come up. If so, it is not possible to tick the boxes. In these cases, please write which medication you are needing in the box at the bottom headed "medication request notes". The request will then go to the doctor. If the doctor wishes to see you before issuing a prescription, the receptionist will ring you.

NHS 111

This service has replaced NHS Direct. If you need to contact a GP from 6.30pm – 8.00am and at weekends, use 111. This is a free number.

In the case of an emergency 999 remains the number to ring.

PATIENT PARTICIPATION GROUP

The next open meeting of the group will be on

Thursday 11th April at 7pm

The speaker will be from
CARERS RESOURCE.

All welcome.

