



Patient Newsletter - July 2018



New Prescription Updates

The practice will be making some significant changes to our prescription processes by better utilising the extended access services and active signposting.

These changes will include:

- **Medication queries:** these will no longer be dealt with by a GP in the first instance, but by a qualified pharmacist by telephone—these telephone appointments will most likely not be within surgery hours, but in the evening

- **Ordering Prescriptions via SystemOnline:** wherever possible, we will be encouraging all patients to order their prescriptions online, using SystemOnline. If you are not already making use of this service, please speak to reception

Why Is Ordering Your Prescriptions Online the Better Choice?

- **Puts you in control** - helps you remember what you're taking, allows you to order exactly what you need
- **Improved efficiency** - saves time, as reception staff don't have to manually request the items you need (see box). We estimate that this could save up to 3 hours of reception time per day, which can be used for more vulnerable patients.
- **Improved safety** - as your requests are not being transcribed, this reduces human error
- **Reducing waste** - no chance of pharmacy ordering items you don't need (items can still be sent to your preferred pharmacy for collection)

For these reasons, our aim is for all those able, to be ordering their prescriptions online by 1st September.

We would also like to remind you of the following:

- **Repeat Prescriptions:** Please allow 2 working days for these to be processed and allow 1 extra day if collecting from a pharmacy
- **Acute Prescriptions:** If a GP sends an acute prescription electronically to a pharmacy for you, this will not be available immediately following your GP appointment—if you are seeing a GP face-to-face, make sure you ask for a paper prescription if you want it dispensing at a pharmacy the same day. Prescriptions resulting from telephone appointments are usually sent electronically but you can request a paper prescription which you can collect from the surgery yourself and take to a pharmacy if you prefer.

Issuing a repeat prescription requested by paper

1. Reception receive the paper request
2. Locate the correct patient record
3. Go to patient's list of repeat medications
4. Locate the first requested item within that list and issue it
5. Locate the second requested item within that list and issue it
6. Locate the third requested item within that list and issue it
7. And so on... some patients have upwards of 20 items of medication on repeat, and others may have the same medication on repeat more than once, in different doses. This can be very time consuming for reception, and can lead to errors in issuing the correct medication

Issuing a repeat prescription ordered online

1. The online request appears on the computer
2. Reception press "action"
3. Our clinical system automatically opens the correct patient record and issues all the requested medication (this takes seconds, regardless of whether the patient has requested 1 item or 20)

Extended Access

Extended Access Clinics are now available, including weekend appointments, with GPs, Nurses and HCAs. These are held at Wetherby Health Centre on a Saturday morning and can be booked by our patients. Please note this is not a walk-in service and you will need to book an appointment in advance. These are pre-bookable, routine appointments. For more information please speak to a member of reception.

Times are changing

Evening and weekend appointments now available



General Data Protection Regulations

In case you didn't already know, a new set of regulations, called the General Data Protection Regulation (GDPR), came into effect on the 25th May.

It's been hard to avoid, if you hadn't noticed by the hundreds of emails you've received from every website you've ever visited, asking you to read their updated privacy policy and seeking permission to continue to send you emails.

The GDPR forms part of the data protection regime in the UK, and is designed for the data protection and privacy of all individuals within the European

Union. The NHS is working hard to ensure that all areas of the health service are compliant with GDPR, and this includes primary care.

If you would like more information on what data we collect about you and how we use it, there is a privacy policy on our website (www.CrossleyStreetSurgery.co.uk, located under Further Information). There is also a simplified, child-friendly version in video format, to ensure that everyone is able to understand how their data is processed and what their rights are.



Going on Holiday?

If you are going abroad and you're not sure if you will need any travel vaccinations, please visit www.fitfortravel.nhs.uk—they can tell you what vaccinations you may need.

Then you can make an appointment with one of our nurses or arrange to speak to someone if you're not sure whether your current vaccinations are up-to-date.

Please note, we no longer offer Yellow Fever vaccinations.

Wasted Appointments in June

Last month, the number of GP & Nurse appointments where the patient did not attend was:

67



This was equal to:

14 hours and 15 minutes

If you are not able to attend your appointment for any reason, please do let us know, so that your appointment time can be used by somebody else.

If you provide us with an up-to-date mobile number, we can send you appointment reminders by text, and you can cancel your appointments by text as well.

You can also cancel your appointments using your SystemOnline account.

Surgery Closures

The surgery will be closed on the following dates:

- Monday 27th August

The surgery will also be closed on the following **afternoons** for training purposes:

- Thursday 12th July
- Thursday 13th September
- Thursday 11th October

When calling the surgery after 12pm on any of the above dates, you will be put through directly to the Out of Hours Service.

Please be sure to allow plenty of notice for ordering repeat prescriptions.

Please note that Day Lewis pharmacy will remain open on the Thursday afternoons when the practice is closed.



Flu Season

It might seem like a long way off, but Flu Season will be here before you know it! If you are aged over 65, or have a condition which makes you eligible for a flu vaccination, keep your eyes open in the surgery towards the end of Summer when we will be offering dates for our annual flu clinics.