***Barnoldswick Medical Centre***

***Newsletter***

***Spring 2018***

**Important Changes for ordering your prescriptions**

**From Tuesday 8th May 2018 community pharmacies will no longer be able to order medicines on your behalf.\***

This is to ensure safe and responsible issuing of medication and to prevent unnecessary medicine waste.

There are various ways in which you can order your regular medications for example:

* On-line via <https://patient.emisaccess.co.uk/>

(Please register for this service)

* Housebound patients can ring the practice and speak to a trained member of staff (housebound patients only)
* By dropping prescription requests in at reception or by post

Please note that your nominated pharmacy can continue to collect and deliver your prescription once issued by the doctor.

\*GP approved exceptions may apply for some patients.

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***Electronic Prescription Service (EPS)*** if you nominate a pharmacy, your GP can send all future prescriptions electronically to your preferred pharmacy. If you would like to take advantage of this service and haven’t yet completed a nomination form, you should speak to one of our reception team or ask your preferred pharmacy to set your nomination.

Benefits for you:

If you get a repeat prescription, you will not have to spend your time going to your GP practice each time to pick up your paper prescription. Instead your GP will send it automatically to the place you choose.

Nearly all pharmacies will be connected to the service, so you will be able to get your medicines from any pharmacy you choose – whether it’s near home, work or the shops.

If any of the medicines on your prescription are out of stock when the pharmacist receives your prescription, they can be ordered in ready for you.

What happens if I do not wish to use the service? Nothing - You will continue to get paper prescriptions as you do now.

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 practice. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. 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 that see your paper prescription now.

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***Care Navigators*** are GP receptionists who have been given specialist training in order to help them direct patients to the right health professional first time.

Care Navigation is about giving patients choice, and supporting and guiding them with the right information about other health care professionals who have the expertise to deal with a problem; often quicker and without the need to see the GP each time

When a patient contacts the practice they may be asked for a brief outline of the problems so their needs can be identified. This will allow the care navigator to direct the patient to the right service .

General Practice reception staff, like all members of staff, are bound by the rules of confidentiality so you can be assured that any information you give to any member of our team is kept strictly confidential. We would take any breach of confidentiality very seriously and deal with it accordingly.

Our reception staff are happy to talk to you away from the reception desk if you would like a little more privacy to talk, and of course if you feel an issue is very private and do not wish to answer any questions, this will be respected.

Benefits of care navigation

* Improved access for patients that need a GP appointment as other patients are signposted to more appropriate services
* Improved patient outcomes
* Improved patient experience

Visit: <http://pendle.realtd.co.uk/> to find out more about the full range of services available locally.

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***Shingles*** can occur at any age, with the highest incidence seen in older people: over 50,000 cases occur in older people aged 70 years and above each year. The incidence and severity of Shingles increases with age and this is thought to be associated with waning immunity. You are entitled to a Shingles vaccine when you reach your 70th birthday. You are also entitled to it if you are 78/79 (as part of the catch up cohort)

or have existing eligibility, if you turned 70 on or after 01/09/13.

ONCE YOU TURN 80, YOU ARE NO LONGER ENTITLED TO THE VACCINE. Please call us to check your eligibility and make an appointment .

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***Prescribing of self-care products.*** To make sure that NHS resources are used wisely East Lancashire CCG no longer funds treatments for minor ailments including medicines like paracetamol, ibuprofen, head lice lotion and indigestion tablets. These are readily available over the counter in pharmacies and on the shelves in supermarkets. Most of the products are available at a reasonable price, particularly if they are pharmacy or supermarket own brand versions of the products. Further information about self-care and appropriate medicines is available at [www.nhs.uk](http://www.nhs.uk) (search ‘live well ‘or ‘self-care’)

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***Save time, do it online*** Please do register for online access to your medical records.

This will allow you to book appointments with your registered GP online, and order repeat prescriptions online. You will also be able to see investigation results online and consultation entries.

To register for online access, you will need to come in to reception and provide photographic identification, to ensure we give access to the correct person.

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Although we are generally more accessible by phone than your average hospital consultant, as your GPs, we are not substitutes for when you need specialist advice or treatment from your regular hospital consultant. Some patients feel that they cannot ask their hospital doctors detailed questions about planned procedures or results, or request sick notes or prescriptions fearing that it is either not the hospital doctor’s job, or that it would be wasting their time, so they get in touch with us instead.

You may not know it, but the hospital is contractually obliged to deal with all your queries regarding your ongoing care at the hospital. Feel free to contact them via their secretaries

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***May Bank Holidays – Monday 7th May and Monday 28th May*** Over the bank holiday weekends you can ring NHS 111 at any time of the day or night for health advice and information. This service is available 24 hours a day, 365 days a year. Calls are free from landlines & mobile phones.

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***Travel Vaccinations*** our Practice Nurses are able to provide travel vaccinations to patients travelling abroad. The recommendation is to see a Practice Nurse at least six weeks before you're due to travel as some vaccinations need to be given well in advance to allow your body to develop immunity. Some also involve multiple doses spread over several weeks. Some travel vaccinations are not available on the NHS and so there will be a charge to patients.