**Help Us To Help You**

**We want to deliver a high quality, responsive, safe, caring service for all our patients and in order to provide this we need your help and consideration.**

**Urgent Surgery 9 -10am**

**We would like to remind all patients that these surgeries are only for urgent problems which need to be seen on the day.**

**If your problem is not acute, please book an appointment with a doctor at another time. We can provide more appointments if less people attend Urgent Surgery.**

**Our receptionists can help guide you to the most appropriate appointment. Many procedures and checks can be booked with our Health Care Assistant and our Practice Nurses.**

**Medication Requests**

**Patients must allow 48 hours after ordering a repeat prescription before it will be ready for collection. Please plan ahead for your repeat medication so that we can ensure we have your complete order ready after two working days.**

**When a doctor has prescribed medication for an acute condition after a consultation we will always endeavour to provide this at the time.**

 **We have a small, busy dispensary and it is not safe to rush the dispensing of drugs. Please do not put pressure on staff to breach the 48 hours turnaround time.**

**Staff Changes**

**Dr Matt Barber is leaving the practice at the end of December. We know his patients will join the practice team in wishing Matt and his family well in the years ahead.**

**Dr Gareth Smith will be becoming a partner in the practice. He and Dr Josephine Hewson will be increasing their hours so we will not be losing any “doctor time” here at the surgery.**

**Medical Students**

**We currently have some final year medical students in practice. This is an important stage in their training and we enjoy having them working with us. We will inform you when students are present during surgeries. If you would prefer them not to take part in your consultation, please let the receptionist know.**

**Blister Packs**

**If you are struggling to manage your medications adequately, you may benefit from a monitored dosage system (i.e. blister pack) for medical and safety reasons.**

**We are able to provide a monitored dosage system that is designed to help patients and carers to safely administer medication. Patients sometimes need assistance to ensure they take the right drug at the right time as prescribed by their doctor.  There are several reasons why patients might struggle with this:**

* **Difficulty accessing medication from packaging due to manipulation problems**
* **Sight impairment**
* **Difficulty reading the labelled instructions, warnings or distinguishing the different medicines**
* **Difficulty accessing medication from packaging**
* **Confusion**
* **Forgetfulness**
* **Complexity of treatment regimen**
* **Intentional non-compliance**

**It is essential that your doctor is able to appropriately identify patients suitable for blister pack provision.**

**If you feel that you or someone you care for would benefit from a monitored dosage system based on any of the reasons stated above, please contact the surgery.**

**Christmas Closing**

**We will be closed on the Bank Holidays over the Christmas break: Monday 26th, Tuesday 27th December and Monday 2nd January. Please allow extra time when you order medication over this period.**

**Protected Learning Time and Holidays**

**Please note that the surgery will be closed from 1pm on the dates below. There will be no doctor or nurse cover at these times and telephone calls will be covered by the Out of Hours Service.**

**Wednesday 25th January**

**Thursday 16th February**

**Wednesday 22nd March**

**If you need medical assistance whilst we are closed, please phone 111.**

**In case of an emergency you should always call 999.**