

Important changes for ordering your prescriptions.

Community pharmacies are no longer allowed 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;

-  Via patient access - you can sign up via our website or ask at reception.
-  By dropping a prescription request in at reception, by email or by post - repeats.p81025@nhs.net
-  Via the website - www.therichmondhillpractice.co.uk

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



Useful information

There is a charge for non general medical services such as private medicals, letters and passports etc.

If you have recently been discharged from inpatient care in hospital our Care Navigator Joanne or Colette will be giving you a quick call to see how you are, so if you have any problems at all please ask.

All hospital prescriptions must be collected from the hospital pharmacy as certain medications are not available from your GP or local pharmacy.

Every Wednesday from 11 - 2:45 pm we hold a stop smoking clinic at the surgery. If you feel you need some advice or want to stop smoking this clinic is for you.

Please make sure that if you hand in a sample, your name and date of birth is present on the label. We can not process your sample if we do not know who you are. All samples must be handed in by 3pm.

Health literacy skills tool kit - have a go

According to the Royal College of General Practitioners, health information is 'too complex' for more than 60% of working age adults to understand, which means that they are unable to effectively understand and use health information. Those with lower levels of health literacy are more likely to suffer from health inequalities that lead to the poorest health outcomes.

For more information

<https://www.hee.nhs.uk/news-blogs-events/hee-news/toolkit-launched-tackle-low-health-literacy>

Patient ACCESS

You can..

- ✓ **Book & cancel** doctor's appointments online
- ✓ **Access** part of your medical record
- ✓ **Order** your repeat prescription
- ✓ Have access to your medical record **on the go**
- ✓ **Update** your details

Please visit reception or our website to sign up. We need a form of identification to complete the process and it takes up to 14 days to receive the registration details.

WHAT HAPPENS NEXT?

- ✓ You have filled the application in properly & given it to one of our receptionists with the appropriate identification.

EMAIL

If you have chosen to receive your registration details via EMAIL, you will receive an email from 'EMIS HEALTH', not The Richmond Hill Practice, so please keep a look out for it.

COLLECTION

If you have chosen to receive your registration details via COLLECTION, Joanna will call the number you have provided on the application form to let you know that your details are ready to collect. If you are not in, she will leave a message for you.

When you receive your registration details, please make sure you register and create a new account, even if you already have an account that you can't get access to. (If you put a new application in, Joanna will reset your record unless otherwise stated).

HAVING PROBLEMS?



Please email patientaccess.p81025@nhs.net with your query. This email is ONLY for Patient Access queries, not for any urgent matters.

We have a designated staff member who deals with these queries who is not always available for telephone consultations. The email above is a preferred method of contact, however, she will return your call if absolutely necessary within 7 working days.

SELF CARE

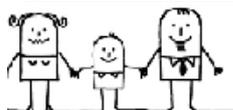
Items below will no longer be routinely prescribed.

- Pain killers for minor aches & pains
- Tonics, health supplements & vitamins
- Ear wax removers
- Hair removal creams
- Moisturisers & sun cream
- Antihistamines for hayfever/ bites
- Head lice treatments
- Lozenges, throat sprays, mouth washes, gargles & toothpastes
- Indigestion remedies for occasional use
- Preparations for instant colic, nappy rash or teething
- Creams for bruising, tattoos and scars

Pick up a Leaflet at reception

Speak to your local pharmacist about stocking up your medicine cabinet.

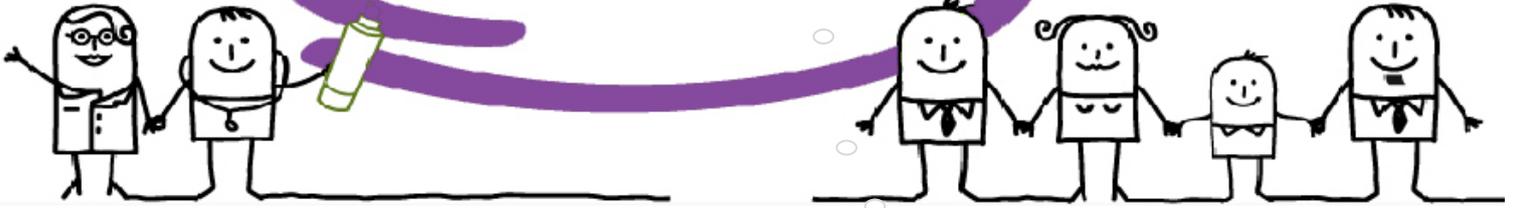
OPENING TIMES: Monday - Friday 8:00 - 6:30 pm Closed Saturday & Sunday



Colne Health Centre, The Richmond Hill Practice, Craddock Road, Colne, BB8 0JZ

Tel: 01282 731731 Fax: 01282 731545





Welcome to the Richmond Hill Practice newsletter which is available every 3 months. It will help you keep up to date on news and events which may affect you as a patient.



Trusted medical information & support

Patient is an online resource providing information on health, lifestyle, disease and other medical related topics.

 The **symptom checker** helps you to understand what your symptoms could mean & provide you with trusted information you need to help make informed decisions.

 Join a forum & share your experiences, stories & help others. You can talk to those who have had similar experiences at any time of the day. e.g. diabetes & asthma.

 Keep up to date with information and get monthly healthcare & news updates to your inbox.

 Search the medical directory on patient.co.uk & find out about medicine & drugs; what they are used for and what side effects they can give you etc.

 Using the search bar on Patient.co.uk, you can find out all you need to know about any medical condition or complaint. You are able to save the information, print it or share it on social media.

 Follow patient.co.uk on social media e.g. Twitter, Facebook, Google and You tube.

CHOOSE WELL



As many as 1 in 3 people who go to the Urgent Care Centres at the Royal Blackburn and Burnley General Hospitals don't need to be there.



This demand has caused a strain on our hospital resources and has cost millions of pounds that could have been spent on other vital health services for our patients, their family and friends.



SELF-CARE
Hangover, grazed knee, sore throat, cough etc.



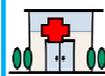
NHS 111
Unsure? Confused? Need help?



Pharmacy
Diarrhoea, Runny nose, Painful cough, Headache etc.



Doctor
Unwell, vomiting, ear pain, back pain etc.



NHS Walk in services
If you can not get to the Gp and it is not getting any better.



A&E
Choking, severe bleeding, chest pain, blacking out etc.

More information - www.nhs.co.uk

Please go to our new website and fill in our **ANNUAL QUESTIONNAIRE**. Your opinion matters to us and we are always looking for ways to improve patient experience.



NEW LOOK NEW WEBSITE

- Sign up to patient ACCESS
- Order a repeat prescription
- Register as a new patient
- Find lots of important information about what appointments are available to you
- Keep up to date with the latest news
- Have your say with the annual questionnaire and Friends and Family test & much more

