

# Mitcheldean Surgery Newsletter

February 2020

## CORONAVIRUS UPDATE

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## Contact Us

Tel: 01594 542270

Option 1 to cancel an appointment

Option 2 for Reception

Option 3 for Dispensary

Option 4 for the Medical Secretaries

Gayle Sykes, Practice Manager

Tel: 01594 545320

Mitcheldean Surgery

Brook Street, Mitcheldean

Gloucestershire, GL17 0AU

### Website

[www.mitcheldeansurgery.co.uk](http://www.mitcheldeansurgery.co.uk)

If you have any comments regarding the Surgery, please send these to us via the Contact Us page of our website, or contact Gayle Sykes, Practice Manager, on 01594 545320.

The NHS and Public Health England (PHE) are extremely well prepared for outbreaks of new infectious diseases. The NHS has put in place measures to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

The risk to the general public is moderate. If you have arrived back to the UK from mainland China, Thailand, Japan, Republic of Korea, Hong Kong, Taiwan, Singapore, Malaysia or Macau within 14 days, follow the specific advice for returning travellers.

### Call 111 now if you've been:

- **to Wuhan or Hubei Province in China in the last 14 days (even if you do not have symptoms)**
- **to other parts of China, including Macau and Hong Kong, in the last 14 days and have a cough, high temperature or shortness of breath (even if it's mild)**
- **to Thailand, Japan, Taiwan, Singapore, Republic of Korea or Malaysia in the last 14 days and have a cough, high temperature or shortness of breath (even if it's mild)**
- **in close contact with someone with confirmed coronavirus**

**Do not go to a GP surgery, community pharmacy or hospital. Call 111, stay indoors and avoid close contact with other people.**

Further information can be found online at [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) or [www.gov.uk](http://www.gov.uk).

## WE ARE REMOVING OUR FAX MACHINES

### Effective From Friday 27th March 2020

In line with NHS Guidelines, the Surgery will be removing its two fax machines on Friday 27th March 2020. This means that the fax numbers 01594 544897 and 01594 545325 will no longer be working and following this date cannot be used to communicate with or send information to the Surgery.

We know that some patients send a fax when ordering their repeat medication, and unfortunately it will no longer be possible to order in this way. We appreciate this may be a problem and regret any inconvenience this may cause, but we are duty-bound to follow these guidelines as part of our NHS Contract.

Please have a look at the article overleaf regarding our Dispensary which tells you how you can order your routine repeat medication, plus some other things you can do to help us to help you.

If you have any queries regarding the removal of the fax machines then please do not hesitate to contact the Surgery.



## **DISPENSARY: Help us to help you**

As many of you will be aware, our Dispensary Department is a very busy one. During the week 10th to the 14th February 2020, we dealt with XXX requests for medication/prescriptions which accounted for xxx items. Each request has to be reviewed and processed in line with strict guidelines. Unfortunately, It is not as simple as just putting some tablets into a bag. By following a few simple steps, you can help us to process your requests quickly to ensure your prescription/medication is ready when you need it.

### **ORDERING YOUR MEDICATION**

There are several ways to order your routine repeat medication:

- By filling in the repeat medication slip that comes with your prescription and returning it to the Surgery. You can either put your slip into the box in Reception, or send it to us by post. If the Surgery is closed, you can drop your slip into the Postbox outside.
- Online via your SystmOne account. If you don't already have an online account, please speak to a member of staff who will be able to advise you how to sign up for one. You can also use your online account to book GP appointments, or to view your medical record online.
- By going to our website: [www.mitcheldeansurgery.co.uk](http://www.mitcheldeansurgery.co.uk), and selecting the Prescriptions and Medicines Centre.
- By using the NHS App. This is a new, simple and secure way to access a range of NHS services on your smartphone or tablet. For further information go online and search for NHS APP.
- Via a local Pharmacy. Some Pharmacies will order and keep your repeat medication for you, so it is ready to be collected when you need it.

We regret that we are unable to accept requests for repeat medication by telephone.

### **ALLOW ENOUGH TIME**

Our official guideline is to allow two working days for your requests to be processed here at the Surgery. Ideally, we would like to ask all patients to allow a week from the time of ordering to collecting your medication. This gives us plenty of time to order anything you may need that is not in stock, or to resolve any queries that may arise with your Doctor. This is particularly important when you have used your last repeat issue and your medication needs to be checked and re-authorised by your GP. If you collect your medication from a local pharmacy, you should always allow extra time to allow your request to be processed elsewhere. Giving us a little more time will help us make sure your prescription or medication is ready and available for you when you need it. You may wish to use your mobile phone to set yourself an ordering reminder.

Please note that we will do our very best to process a same day request in an emergency, but this cannot be guaranteed. We regret that simply forgetting to order your medication is not classed as an emergency.

### **HAVE YOUR MEDICATION OR LONG TERM REVIEW/BLOOD PRESSURE CHECK**

We ask all patients to have their medication or long term condition review, blood test or blood pressure check, etc, when this is due. This is to make sure you are getting the most benefit possible from your medication. It only takes a few minutes and regular checks ensure there are no delays in you getting the medication you need.

If you have any queries about your medication, please speak to a member of the Dispensary Team, or arrange an appointment with our Clinical Pharmacist.

Thank you.