

# MAYFORD HOUSE SURGERY

## Summer 2018 Newsletter

<http://mayfordhouse.co.uk/>

### Practice Manager

Anna Laing, practice manager, is now on maternity leave and we welcome Sue Slater who will be our acting practice manager all day Monday, Tuesday afternoon, Thursday afternoon and all day Friday.

### Online Prescription Requests and Appointments (SystemOnline)

Since the beginning of the year we have experienced an unprecedented number of telephone calls into the surgery. This is one of the reasons why we would like to encourage as many people as possible to register for our online service (SystemOnline). You can access this service via our website, you can also download the **free** app to your mobile device.

The SystemOnline service is available 24 hours a day, 7 days a week and allows you to:

- Order prescriptions (please allow 2-working days for prescriptions to be issued. We advise that prescriptions are ordered 7 to 10 days before you run out of medication.).
- Make routine GP appointments
- Review blood test results
- Access your summary medical notes (subject to access being granted by your GP).

To register for SystemOnline, please download the application form from our website, or ask for a copy at reception. You will need to provide two forms of identification, one of which must be photographic e.g. driving licence or passport, and one giving proof of your address.

Proxy online access can be arranged for anyone who wishes to nominate a friend or relative to make appointments or order prescriptions online on their behalf.

**Please note that due to data protection issues we are unable to provide proxy online access for children between the ages of 11 and 15.**

## Other Ways to Make Appointments and Order Medication

### Appointments

- Appointments are available to be booked four weeks in advance, however we also release appointments every day for more urgent requests. Please telephone the surgery at 8.00 a.m. for a same-day appointment.
- We offer some appointments in the Better Access evening clinics which run on Mondays, Wednesdays and alternate Fridays between 6.30 p.m. and 7.45 p.m. however these appointments are primarily for use by patients who are unable to attend the surgery during the day. **Please note these appointments are not available to book online.**

### Prescriptions

- We request that telephone orders for prescriptions are only made by housebound patients or those unable to use the other methods.
- Post the white repeat slip into the surgery postbox (to the right of the main entrance).
- Drop off the repeat slip at your nominated pharmacy – these are delivered to us on a daily basis.
- **We ask that you do not** use the surgery e-mail address to request prescriptions, such requests will not be processed and consequently there may be a delay in obtaining your medication.

We would like to thank those dispensing patients who use our delivery service. Please speak to the dispensary staff if you wish to be signed up for this **free** service which is available to some villages.

**Unfortunately, we find it necessary to remind patients that abusive and offensive language and behaviour will not be tolerated face to face or via telephone. Our telephone system records all calls so we are able to listen back when this is reported to us by staff. We take the abuse of our staff very seriously and all cases will be investigated and further appropriate action taken.**

### **Third Party Requests For Prescriptions By Pharmacies Or Dispensing Appliance Contractors)**

Hambleton Richmondshire and Whitby Clinical Commissioning Group (CCG) recently completed a trial in Stokesley where patients were asked to order their prescriptions direct with their GP practice rather than their pharmacy automatically ordering for them on a monthly basis. This trial showed annual savings of over £200,000, money which has now been able to be invested in other parts of the local NHS structure. As a result, the CCG have expanded this trial to include all the pharmacies and the two GP practices in Northallerton.

**Pharmacies are no longer able to order items monthly on your behalf**, or to accept telephone requests from you for prescriptions. We therefore ask that all prescription requests are made directly with the practice (see Ways to Order Medication).

**If you have items supplied by a dispensing appliance contractor** (such as stoma items, catheters, dressings etc.) you should order these direct with the practice and not with the company. We will then send the prescription to the pharmacy or dispensing appliance contractor you have nominated. Any existing delivery arrangements will remain in place. The only change to this process is where orders are initially placed.

Please contact the dispensary team here at the surgery if you have any questions.

### **Prescribing of Medication Available Over the Counter From Pharmacies**

NHS England have recently released guidance to GPs about the prescribing of medication which is available to buy over the counter at pharmacies. In summary, the guidance states that if a medication is available to buy over the counter, and is for an acute, short term, self-limiting condition then treatment should not be prescribed but should be purchased by the patient. Certain exemptions apply, which GP's are aware of and can advise on an individual basis.

Medication which is available to buy, but which is being used to manage chronic, long term conditions which require the input of a healthcare professional to be managed can still be prescribed.

If you wish to know more about the guidance issued by NHS England, please ask your local pharmacist, or discuss your queries at your next medication review appointment.

Your local Pharmacist should be your first port of call for any minor illness or mild symptoms. They will be able to advise you if you can safely self-treat or if you need to be seen by a GP or Nurse here at the practice. **Please note that if you are referred to us by a local pharmacist you will need to contact the practice to make an appointment to be seen as we do not offer a walk-in service.**

### **Improvement to Diabetic Service**

We are restructuring our diabetic service to improve the way we manage appointments. We will offer more telephone appointments to prevent patients having to come in to the surgery so often. Jane Wright, our Advanced Nurse Practitioner, is going to be managing our more complex diabetic patients including those on Insulin. All other patients will be managed by the nursing team.

When you require a diabetic review (before you run out of medication!) please arrange a blood test with a health care assistant or phlebotomist at the surgery.

Please ring for the results **one week** after this. **Please do not book a diabetic review appointment before you get the results.** When you speak to the reception staff inform them it is to clarify what type of diabetic review you need. The receptionist should then be able to book you the appropriate appointment. Thank you for your patience whilst we improve our current service.

### **SURGERY CLOSURE**

**Thursday 6<sup>th</sup> September 2018** from 12.00 noon and for the rest of day for staff training

**Monday 27<sup>th</sup> August 2018** all day for Summer Bank Holiday

If you require medical advice when the surgery is closed please contact NHS 111