

The Practice Dispensing Service

As you will know we dispense to a great number of our patients who find this service more convenient than taking their prescription to a pharmacy. Indeed many of our patients who are not eligible to have this service would love to avail themselves of it. From time to time various governments threaten to end dispensing practices so your support by using the service for repeat and urgent medicine is important to help keep the dispensary within the practice open. If we lose dispensing patients then we move closer to the possibility of losing the service as it will eventually become unaffordable. Large pharmacies are also in competition with one another for business and they will try to get dispensing patients to sign up to have their prescriptions dispensed from them. Online pharmacies like Pharmacy2U are also targeting our services giving the impression that we approve of this practice and that they are part of the NHS, they are not, they are private businesses. Please help us to stay open by using our services. Don't let them disappear.

Our Dispensing Services

- Repeat and Acute Prescriptions
- Online Ordering
- Medication use reviews
- Dosette box medication
- Medication dispensed at the time of your appointment
- Automatic Repeat Ordering
- Prescription Delivery Service

Useful Telephone Numbers :

West Ayton Surgery

Appointments: 01723 863100 **8am-6.30pm**

Dispensary Prescription line: 01723 864553 **8.30am-6pm**

Snainton Surgery

Reception & Dispensary: 01723 859302 **8am-6.30pm**

8.30 to 10.30 Saturday am at both sites.

Please note: We do not have dispensers on the premises on Saturdays



Ayton & Snainton Medical Practice



PRACTICE NEWS—SUMMER 2018

GP changes at Snainton Surgery

As many of you will know Dr Felicity Day will be going on maternity leave from the 20th July and will be on leave until February 2019. Dr Ruth Dixon will be covering Dr Day's maternity leave and will remain with the practice as a permanent member of the GP team when Dr Day returns.

Dr Jeremy Coppack, who many of you have come to know and has been based at Snainton Surgery for several years will be leaving the practice in February 2019. We are hoping that Dr Coppack will continue to work at the surgery during busy times following him leaving.

Clinical Pharmacist

Caroline Cullum who has been working with the practice as a Clinical Pharmacist for over two years. From the 1st August 2018 Caroline will be seeing patients for specific health issues. Problems that Caroline can currently deal with are Urinary Tract Infections, Acne, Eczema and Blood pressure. As the service develops Caroline will begin seeing patients with other health conditions. If you feel that Caroline can be of help with any of the above conditions please ask for her when you make an appointments. Caroline will always work alongside GPs and will be able to get their advice if necessary.

When you make an Appointment by Telephone

To try and ensure we are able to give you an appointment with the most suitable health professional the receptionist may need to ask why you need your appointment. Our reception staff are important members of the team and have been trained to ask certain questions to ensure that you receive the most appropriate medical care from the most appropriate medical professional in the most timely manner.

Please do not feel they are being nosey by asking you these questions as they are bound by the rules of confidentiality that underpin all our dealings with patients.

New Telephone System

If you have called the practice recently you may have noticed that we have a new telephone system which allows for a small number of patients (up to 3 only) to be placed in a queue if all our lines are being answered by our staff. Please be assured that your call will be answered as soon as a receptionist becomes available.

Ways to contact the practice

Whilst we realise that most people contact the practice by telephone there are other ways to perform certain tasks that you may find more convenient.

We offer an Online Booking Service for appointments and for ordering your medication. If you don't currently use this service please ask at reception or when you next contact the practice by telephone. You can also request to view a summary of your medical records using this service.

Friday afternoons at Snainton Surgery

Even though we are now closed on Friday afternoons at Snainton Surgery all GP and Nurse services are transferred to and available at Ayton Surgery. If you ring the Snainton telephone number this will automatically be transferred to reception at Ayton.

Text Messaging Service

The Practice is currently trying to improve its communication with patients and is looking at alternative methods of communicating using text messaging to mobile phones.

If you would like to receive information and appointment alerts etc. via text message please contact the surgery. **Please note it is your responsibility to inform us of any change to telephone numbers and email addresses.**

Signposting Service

We have been working with CCG colleagues to train our reception and administrative staff to equip them with the knowledge of other services which may be able to help our patients. They may know of a service which can help with various health and social problems.

Travel Advice

Our Practice Nurses are able to give pre-travel advice before you go abroad, including; details of your current immunisation status and requirements, malaria prevention, infection risks medical services etc. Please contact the Surgery **at least six weeks before your trip**. Unfortunately, if we are not given enough notice we may not be able to help you because some inoculations take time to become effective.

National Diabetes Audit

This GP practice is taking part in an important national project about diabetes care and treatment in the NHS. The project is called the National Diabetes Audit (NDA). To take part, your GP practice will share information about your diabetes care and treatment with the NDA. The type of information, and how it is shared, is controlled by law and enforced by strict rules of confidentiality and security. For further information about how your information is used please see the NDA patient information leaflet. Taking part in the NDA shows that this GP practice is committed to improving care for people with diabetes. If you do not want your information to be used, please inform the receptionist, your GP or nurse. This will not affect your care.