

# Ayton and Snainton Medical Practice

## PRACTICE NEWS SPRING 2019

**Dr Jeremy Coppack** will be leaving the practice on the 28<sup>th</sup> February. Dr Coppack has been with the practice for almost ten years and during that time has become a very popular GP with patients at Snainton and Thornton Dale Surgeries. We are sorry to lose such a valuable team member and wish Jeremy every happiness in the future.

**Dr Felicity Day** will be returning from maternity leave at the end of February and will work for two days at Ayton Surgery and one day at Snainton each week.

**Dr Piet Lombaert** currently works at Ayton Surgery and from the end of February will be working for two days at Snainton/Thornton Dale Surgeries and two days at Ayton surgery each week.

Our new timetable and our patient information leaflets will be available on our website soon.

### 2019 Bank Holidays

Please note that the surgery will be closed on the following bank holiday:

19<sup>th</sup> & 22<sup>nd</sup> April  
6<sup>th</sup> & 27<sup>th</sup> May  
26<sup>th</sup> August  
25<sup>th</sup> & 26<sup>th</sup> December

We are incredibly busy on the run up to a bank holiday, especially at Christmas time so please order your prescriptions early.

### Recent Changes to Dispensary Services:

We have recently centralised our dispensing services and now all prescriptions are prepared at West Ayton Surgery. We decided to do this for many reasons but the main reason was safety due to the lack of space at Snainton surgery.

We realise that there have been some delays with medication reaching patients and for this we apologise. This has been due to the above new system but also to the increased workload over the Christmas period. We are also experiencing difficulty in getting many commonly used drugs from suppliers at the moment as you may have seen in the press.

Our service is becoming more streamlined and we anticipate that the above problems will be resolved in the near future. We are dedicated to providing a good and user friendly dispensing service to our patients and appreciate your patience whilst we achieve our aim. However problems due to medication shortages largely are out of our control and are likely to continue for a variety of reasons.

Patients at Snainton Surgery who put their order in on Wednesday should give extra time to receive their prescription since we are closed on Friday afternoon and our last delivery to Snainton is on Friday lunchtime.

### Contraceptive Implants

We are pleased to let you know that Sr. Paula Kelly is now qualified to fit and remove contraceptive implants. Please make an appointment with Sr. Kelly if you wish to discuss this. Please note that you need to inform the receptionist if you wish to use this service as a longer appointment is needed.

Dr John Reay, Dr Therese Cappleman, Dr Lucy Hobkinson, Dr Piet Lombaert,  
Dr Felicity Day, Dr Steven Handley, Dr Ruth Dixon, Dr Jeremy Coppack.

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### How you order repeat prescriptions at Ayton and Snainton Medical Practice

Please give at least two working days' notice when ordering your prescription.



#### Options for ordering repeat prescriptions:



- **Online Access** – This is the practice's preferred option for ordering your repeat prescriptions
- **Telephone** – Orders for repeat prescriptions (01723 864553) can be taken by telephone. You will receive a message to say that if you would like to leave your order on our answerphone you can press 1 to do that. This service is available 24 hours a day, seven days a week and many people find this more convenient. If you are on hold for any length of time this is because the dispenser is busy taking orders or looking into queries for other patients.
- **By hand** - Use the repeat prescription slip, tick each item that you require before sending it to the surgery. Please try to order your complete requirements in one go. The completed slip can be put into the relevant post-box or handed in at each surgery.
- **By Post** - Prescription requests can be posted to the surgery.

#### Online Access

Repeat medication requests and appointments can be managed over the internet or via the SystmOnline patient access mobile app which is free to download from the App Store. If you don't currently use the internet for booking appointments, viewing a summary of your medical records or ordering repeat medication and you would like to, then please ask at reception.

#### Improving Communication

We want to get better at communicating with our patients. We are always happy to receive your comments and suggestion as to how we can communicate with you and provide a better service. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

We want to know if you need information in braille, large print or easy read, if you need a British Sign Language interpreter or advocate or if we can support you to lip-read or use a hearing aid or communication tool. Please tell the receptionist when you book your next appointment, or call us on 01723 863100 (Ayton) or 01723 859302 (Snainton).