

# DISHLEY GRANGE MEDICAL PRACTICE

## NEWSLETTER

Issue No: 19

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Maxwell Drive, Loughborough



Cross Street, Hathern

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

***HAPPY NEW YEAR TO ALL OF OUR PATIENTS AND A HUGE THANK YOU FOR ALL OF THE GENEROUS CHRISTMAS GIFTS YOU SO KINDLY GAVE TO US. WE WOULD ALSO LIKE TO SAY CONGRATULATIONS TO ALISHA BENTALL AND BRIAN ALLEN WHO WERE THE WINNERS OF OUR CHRISTMAS RAFFLE. WITH EVERYBODY'S CONTRIBUTION WE RAISED A FANTASTIC £120 FOR RAINBOWS!***

## Doctors Sessions

Thank you for your patience during the recent changes in GP availability following Dr Hall's retirement. We are pleased to confirm that the two replacement GPs, Dr Linda Adlam and Dr Aarohee Ruparelia, are now fully in place, each working part time.

With 7 GPs working in the surgery we aim to offer a variety of female and male clinics so that you are able to book ahead to see the GP of your choice, however, with holidays and other absences, the Doctors' sessions do change regularly.

If you have access to the internet, please ask at reception about 'Patient access' or visit our website

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

Here you can register for online services and see which GP is working each day at Loughborough and Hathern and the appointments that are available to you to pre-book.

We continue to review our appointments and other services regularly and will be aiming to increase the availability of our health care team of Doctors and Nurses over the coming months.

*If you have any queries or concerns in relation to access to GPs, please feel free to speak to Karen Pearce, Practice Manager*

### PATIENT SATISFACTION SURVEY

If you would like to complete our Patient Survey, please visit our website and click on 'Patient Survey'. If you would like a paper copy to complete, please ask at Reception

### Medical Reports

Please be aware that completion of medical reports is not part of the General Medical Services provided by GPs. This work is secondary to the Doctors' priority of dealing with patients' immediate and on-going health care needs.

We regret that we are unable to provide specific timescales for completion of reports. It may not be possible to provide information urgently and in these circumstances, please speak directly to your GP who may provide an estimate of when a report can be reasonably completed.

# PREScription INFORMATION

Following the great response we received to our 'Appointment Special' issue of the newsletter, we decided we would use this issue to provide you with information regarding Medications and Prescriptions as this is another area where patients tend to have a lot of questions for us. If you would like further information on anything covered here please do not hesitate to ask at Reception.

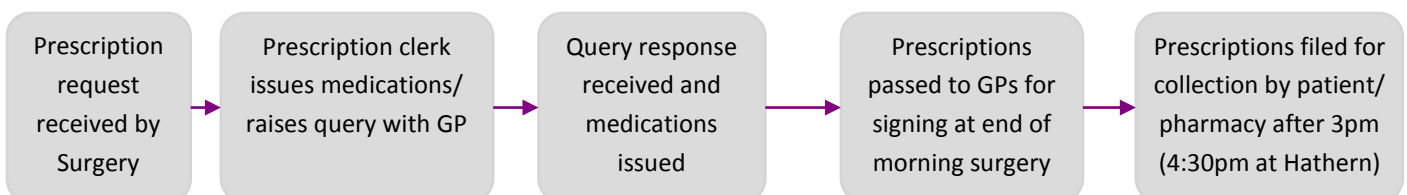
**Type of Prescription**    **Description**

- Repeat                      Medications that you have prescribed every month and will usually need to take long term. These can be ordered each month using one of the methods below.
- Acute                        One off treatments, newly prescribed items, or medications that require close monitoring by the GP. You will usually need to see/speak to a GP each time these are prescribed.
- Batch Prescriptions      If you are on certain types of medication that are well controlled we can issue a batch of 6 monthly prescriptions to be held at your chosen pharmacy and collected from them each month. You will need a medication review at the end of each 6 month batch. This type of prescribing has to be agreed by the GP so if you feel you may be suitable please ask at Reception.

How to Order your Prescription				
In Writing	Online	Via your Pharmacy	Automatic Dispensing <i>(Dispensing Patients from our Hathern Surgery only)</i>	By Post
Either tick the boxes on your repeat slip, complete one of our request forms or write us a letter and leave this in the designated box at the surgery	Visit our website and click on 'Order Online' to sign up for our online services (includes appointment bookings and messaging service)	Speak to your local pharmacy about their free ordering and collection service. Some also offer free home deliveries depending on your circumstances	This service is available for patients who use our Dispensary in Hathern and are on regular and stable repeat medications. To see if you are eligible please speak to one of our Dispensers	If you wish to send your request to us in the post, please include a SAE and we will return the prescription to you
Please note we are <b>unable</b> to take telephone requests for medications due to the clinical risks involved				

**Why two working days?** Sometimes there may be a query on your prescription which prevents it from being issued straight away. We ask for two working days so that queries may be raised and resolved in time for you returning to collect your prescription. Common queries include:

- **Overdue Medication Review**—Our Prescription Clerks are unable to issue your medication if your review is overdue as it may be unsafe. The GP will need to review your notes and advise the appropriate action. You can help us to avoid this delay by asking about your medication review *before* the date on your prescription so that it is up to date by the time your medication is due to be renewed
- **Ordering Acute Items**—Acute items cannot be issued without the GP monitoring, even if it is something that you have every month. You do not necessarily need to see the GP but your order will be queried to ensure it is safe to issue



*All of our newsletters are available to view on the practice website—[www.dishleygrangemedicalpractice.co.uk](http://www.dishleygrangemedicalpractice.co.uk)*