



# Winter Newsletter 2020 The Apples Medical Centre

## Patient Participation Group –

“It doesn’t seem that long ago I wrote the first note from the Chair for the newsletter. The Apples Patient Participation Group (PPG) / Sherborne Apples Forum, is a voluntary group, established by patients of the Apples Medical Practice as a link with the clinicians and staff to represent the interests of all patients.

We have drafted an Advice to Patients card, showing how to assess the best way to get treatment as there are alternatives to seeing a doctor. It should be available soon in hard copy and on the web site. Talking of the web site, a reminder about E- consult, worth a look and a try, on the Apples web site - <https://www.sherborneapples.co.uk/> .For those who are not connected to the web we (PPG) we are still trying to find ways of communicating with you.

Another issue is the best use of appointment time when you do see a doctor. A single 10-minute slot may not be enough time to receive proper analysis and treatment recommendation. A new survey, currently in draft format is under consideration. Your help will ensure the Practice can deliver a more efficient service.

Health Champions is a new NHS initiative, (PPG Lead), which is finding new ways to support GP Practises by linking the local community specialists with patients to find help. There are some issues that doctor’s may be able to assist patients by using such a scheme” **Mr Bruce Duncan, PPG Chair**

**Nursing Team –** In the last Newsletter we welcomed back nurse Claire DuBois however unfortunately Claire will be leaving the surgery at the end of February due to personal circumstances, we will be sorry to see her go but we wish her good luck for the future. This means that we are looking for a new nurse to join our existing nursing team!

## **Dispensary update – Electronic Prescribing 4 Update (EPS4)**

**For non-dispensing patients;** prescriptions are usually sent electronically via the Electronic Prescription Service (EPS) to a pharmacy of your choice. Currently if you choose not to nominate a pharmacy electronically, you are given a signed green paper prescription (FP10) to take to any pharmacy. EPS4 is the latest update for electronic prescriptions which is going live across the UK in stages. On **Wednesday 12<sup>th</sup> February 2020**, The Apples Medical Centre will be going live with this new update.

If you already have prescriptions sent electronically there will be no change to the way you order or collect your prescriptions.

If you currently collect a signed paper prescription to take away, there will be a slight change in the process. If you regularly use the same chemist every month, the advice is to nominate that chemist for your prescriptions to go to directly. This reduces the number of times you need to visit the surgery.

Any patient can change their nominated pharmacy at any point – just speak to a member of staff who will be able to help with this.

**EPS4** means that all non-dispensing prescriptions will be signed electronically and added to the NHS spine where a pharmacy can then download the prescription to be dispensed. This means that a paper prescription will not be produced. If you do not have a nominated chemist, you will be able to collect an EPS token from the surgery which has a barcode that the chemist can scan to dispense your prescription. This token will list the medication prescribed but is NOT signed by the GP.

Alternatively, you can go to any chemist with your NHS number and they will be able to search the spine for your prescription. A member of staff will be able to give you your NHS number on request.

If you have run out of medication, there will only be exceptional circumstances when you will be given the green FP10 paper prescription to take with you, on most occasions the prescription will still

go electronically by the end of the working day. Some prescribed items are unable to be sent electronically, and these items will be processed as they are now, on a green FP10 prescription. Electronic prescriptions are signed throughout the day by our GPs. Please note that although the prescription is signed the same day, chemists do ask for 48-72 hours for routine prescriptions to process and dispense medication.

**Dispensed prescriptions** - Please ensure that you allow at least two full working days from ordering to collecting your dispensed prescription from the surgery. Prescriptions must be signed before they can be dispensed, and we are unable to hold stock of every item needed. To allow for us to unpack and dispense any items that have been ordered, please try to collect your prescriptions in the afternoon.

If you place your order after 5.15pm your request will not be actioned until the following day. For urgent requests, please contact the surgery on 01935 812633.

**Prescription ordering** - Our preferred method of prescription ordering is online via SystmOnline. Alternatively, you can use our dedicated prescription email account: [apples.prescriptions@dorsetgp.nhs.uk](mailto:apples.prescriptions@dorsetgp.nhs.uk). If you are unable to order prescriptions online or via email, you can contact us on our dedicated prescription line: 01935 816595. Please note this telephone line is only open Monday, Tuesday and Thursday 9.30am-11.30am. We do not routinely take prescription requests over the phone outside of this time. You can also drop in your paper prescription to the surgery. You should order your prescription when you have a week's supply of medication left. Please allow at least two full working days for a dispensed prescription to be collected, and 2-3 days for a prescription collected from a pharmacy.

**Over the counter medication** - Your GP will not generally give you a prescription for over the counter medicines for a range of short-term, minor health concerns. Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community. The team of qualified healthcare professionals at your local pharmacy can offer clinical advice to safely and effectively manage minor health concerns

**Carers** - Do you look after a family member, friend or neighbour who could not manage normal day to day living without your help because of a health condition? **If you do then, you are a carer so please contact the surgery.**

**Friends and Family Test** - We received the following responses in the last 3 months:

Month	Number of Responses	Extremely Likely to recommend	Likely to recommend	Neither Likely nor Unlikely to recommend	Unlikely to recommend	Extremely unlikely to recommend
Oct 2020	11	10	1	0	0	0
Nov 2020	13	11	2	0	0	0
Dec 2020	22	20	1	0	0	1

**THANK YOU – for all the lovely Christmas gifts the practice received, all gifts are very much appreciated – WE WISH YOU ALL A HEALTHY 2020**

**Surgery Closure Dates 2020**

**Tuesday 28<sup>th</sup> January 3.30pm Staff Training**

**Thursday 27<sup>th</sup> February 3.30pm Staff Training**