



Welcome to the first edition of the 2012 Newsletters.

This month.....

Staff changes and the Patient Group, but first.....

Do your repeat prescriptions run out at different times in the month?



Do you have different quantities / amounts of medicines on your repeat prescriptions?

Have you had a new item started out of line with your other medicines?

Do you often run out of one of your prescription medicines and not the others?

If so please speak to our Practice Pharmacist, Lucy Rodgers about getting your medicines synchronized.

By counting all your tablets she can work out the numbers needed to get all your medicines in line and make sure they all run out together each month saving you an extra trip to the surgery and pharmacy.

Lucy works Monday, Wednesday and Friday mornings at the surgery.

Please also remember that we do not take repeat prescription requests over the phone Prescriptions can be ordered by the following methods:

- Using the Right Hand Side of your last prescription to indicate which items are required for the next month, which may be left in the 'repeat prescription box', in the vestibule or alternatively be posted.
- Ordering by fax on 0114 2309580
- Using the repeat prescription ordering facility through our website, www.nethergreen-surgery.co.uk (please contact us first for Registration details)
- By completion of the Repeat Prescription request form located on the Reception desk

PHONING WITH QUERIES:

On a slightly different note..... (pto)

If you need to ring up regarding queries/test results etc, could I please ask you to try and do this in an afternoon?

I realise this isn't always possible, but the majority of calls made to us in the morning are patients ringing up for an appointment (usually for that morning), so if you ring in a morning when you could perhaps have phoned in the afternoon, then you could be holding up a patient who wants to make an on the day appointment with us.

I'm not saying you can't ring in the morning if that's the only time but please bear this in mind

STAFF CHANGES:

Sue Dilks has now left us, and Annie started with us just before Christmas; her role will be different from that of Sue's but when I'm not around, she's the one to go to!

Rachel finished at the end of December and Lucy (Receptionist) finishes at the end of this month.

Dan has started with us and our newest member of the Reception team, Tracey, will be starting in a weeks time; so please bear with them when they are learning!

PATIENT GROUP:

This continues to meet on a quarterly basis, and we discuss lots of issues; recently we've been looking at how we could improve the appointment system for everyone, so if you want have a voice in how any changes might be made, come along! Dates and minutes area ways on the website

Richard West
Manager
January 2012