Spring Newsletter 2017

Welcome to our Spring edition newsletter. We hope you find it an interesting read. We value your comments, and suggestions, therefore, we ask for your continued support, by placing any suggestions in the box marked up in the reception area. We will do our best to address, and resolve any concerns, or issues, you may have relating to our surgery. If you would like to become a member of the Patient Forum meetings please enquire at reception.

**Prescriptions**

Prescriptions will not be sent via EPS to your chemist of choice, if a review is due. Diabetes, Asthma, Blood Pressure and COPD are some of the annual reviews that are required and patients will have a message put on their prescription to request they see the nurse for the review required. If the appointment has not been made or the review was not attended, then their prescription will be reduced to two weeks and printed on a green prescription. As the Practice issues patients with their medication, we do ask that you attend a 20 minute appointment 6 month / yearly. If you get an EPS prescription, **please ask your chemist if there are any messages for you.**

New medications are put on a limited time period until the Doctor is satisfied the medication is suitable for your needs. Then we will align them with the rest of your medications.

We are only allowed to issue a two monthly prescription now under the new NHS England guidelines.

Holiday Medication can be issued early but we will require your holiday dates so we can supply the extra medication required.

Systmone online patients who request their prescription electronically will need to call the surgery after the third or fourth issue for a member of staff to re-authorise the medication. Please be advised that only five medications can be ordered at a time, if you have more than 5 you will need to request them in multiple batches.

If you are given a prescription for an item one chemist cannot obtain or have in stock, **please try other chemists before requesting an alternate prescription.**

If the chemist asks you to collect the rest of your medication, due to ordering or low stock, please make sure you collect it. The Practice will not authorise any medication before the due date.

**We ask you to give us 48 hours notice for all medication requests.**If you need any advice regarding Medication’s or Prescription’s please ask at Reception, although we are not medically trained we can take a message and ask Doctor after surgery hours.

**DNA’S**

We are still experiencing a high number of patients not attending their appointments. If you could please call and cancel an appointment you are unable to attend, this could be then given to another patient and does not waste the Nurse / Doctors time. Anyone that fails to attend more than three appointments without prior warning will be sent a letter requesting they attend or cancel appointments or register with another surgery.

**Change of contact details:**

Please keep us updated at all times if you change your Mobile number or home address. The Surgery requires this for contact purposes, Hospital referrals, letters etc. If contact is unavailable this could result in the patient being deducted from our services.

**Online Record Access:**

 You can now book appointments, have access to blood tests and request your medications online. Just ask for a form at reception. All information can be found on the practice website: [www.maliksurgerykentelms.co.uk](http://www.maliksurgerykentelms.co.uk) . We will require a photocopy of your passport or driving licence as proof of identity and address. Once this has been received we will create a password for you and away you go!

**Patients wanting to request medications on behalf of someone else will need to fill out a Proxy Form, signed by the patient allowing you access to their medication list. This can also be collected from Reception**.

Thank you for taking the time to read our Newsletter, please remember if you have any constructive suggestions, write them down & pop them in the box provided. ☺