



## Whitehouse Medical Group Practice

### Important Information

### Changes to the way we work

**Reasons why we need extra time to process your repeat medication and how you can help us:**

#### **Re-authorisation of Medications**

Repeat medications are set up for a certain number of issues and then have to be reauthorised by a Doctor in order to ensure medication review and good clinical management is adhered to. This process will take place for all patients including those on long term repeat medications

#### **Requesting your medication early**

We cannot process medication too early, and would ask that you only order medication 2 days before it is due.

#### **Holiday Script Requests**

When additional medication is required and needs to be requested early, please indicate the date of your holiday and expected duration. Please be aware that you may be asked for your travel documentation.

#### **Lost Medication**

If you lose any medication, we cannot issue any further prescriptions until you report the incident to the police and provide the Practice with an incident number.

**REPEAT PRESCRIPTION DIRECT LINE IS AVAILABLE 24 HOURS A DAY:**

**028 90 360510**

**FOR HOME VISITS PLEASE RING BEFORE 10AM ON: 028 90 360520**

Due to the increasing demand for appointments we have decided that we need to change

Many of you have told us that you find it difficult to get an appointment or speak to a doctor, so we are changing to a new system within the practice commencing **Monday 9<sup>th</sup> April 2018**. From this date we will no longer be pre-booking doctor's appointments

All requests for a GP appointment will be sent directly to a Doctor who will phone you back on the same day

#### **Three Simple Steps:**

1. You Telephone the Surgery – **028 90 865402**
2. The Doctor calls you back, usually within the hour
3. You are always seen if needed

#### **These changes will mean:**

- It will be easier to get through on the phone
- Shorter waits to see the doctor
- No wasted journeys to the surgery when you don't need to come in

**EMERGENCY**

**There are no changes to a life threatening emergency,  
call 999 as before**



## What will happen when I need to see or speak to a doctor?

The Receptionist will ask how they can help you, if it is a medical matter they will ask for a few words about the problem to help the doctor prepare for the call.

The Doctor will discuss your problem with you and agree what to do. You may only need advice or a prescription, or you may need to see the doctor or a nurse. If you need to be seen at the surgery the doctor will offer you an appointment the same day.

If you are at work, employers are normally delighted that you can save time by not having to take time out to see a doctor. Ask your employer for a quiet spot to take the doctor's call. If timing is an issue, please tell the receptionist and the doctor will try to accommodate you.

The doctor can contact you on your mobile phone or landline, please be aware that they may call back from a withheld number.

You can call from 8.30 am to 12.00 pm and 2.00 pm to 4.30 pm. Our phone lines are closed between 12 pm and 2 pm every day with the exception of emergencies. There is often a rush at the start of the day, so you may find you get a quicker response later on.

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We welcome your feedback on the new system and appreciate your patience.

We will be introducing extra telephone lines to deal with demand.

Our on line service will still allow you to book routine appointments with our Treatment Room, Asthma/COPD and Diabetic Clinics. ([www.patient-services.co.uk](http://www.patient-services.co.uk))

If you would like to sign up for our on line services, we can arrange this for you.

We also will have a system to allow anyone with hearing difficulties to contact us if an appointment is needed, please ask one of the receptionists for information.

## Repeat prescription Requests and Collections

We are currently dealing with a large amount of telephone calls and enquiries from patients and pharmacists in relation to prescriptions. These type of calls are holding up telephone lines unnecessarily. We would like to take this opportunity to explain how our system works and also what the process is for the collection of prescriptions by yourself in person or by your local pharmacy.

If you prefer to collect your prescription from our reception desk, we need exactly **2 working** days to process your prescription. **Please take into account weekends and bank holidays.**

If you have asked your pharmacy to collect your prescription, we ask that you allow **3 working days before you go to your chemist to collect.** This is to allow an extra day for your prescription to be collected by the chemist(s) (who call to the surgery once per day). ***Once the chemist has collected your prescription from the surgery, this is no longer our responsibility.*** We cannot control when or how chemists collect and process your prescriptions.

Around 3300 items are dispensed each week; we also send approximately 300 prescriptions to chemists each week.

We would appreciate that you follow the above guidelines, we of course will answer any other prescription questions that you may have, but please DO NOT contact reception to see if your prescription is ready for collection or if it has been sent to a chemist unless your prescription has not arrived after 3 working days. Pharmacists will also be requested not to telephone the surgery.

We will also only be telephoning prescriptions to chemists in exceptional circumstances as advised to by a Doctor or if emergency medication is needed.

If you have been started on new medication as a result of a hospital outpatient appointment, we cannot send your prescription to a chemist; we would advise that yourself or a member of your family collects this in order to avoid any delay in your treatment.

You can sign up for on line prescription ordering, which will allow you to order medication and also check when your prescription has been processed. Please ask at reception for details.