

Patient Newsletter

Station View
Health Centre

Practice Staff

Changes to Doctors Surgeries

The Partners are delighted that Dr Thomas Thuthiyil has now joined the practice. Dr Thomas is working at Station View all day Wednesday and all day Friday of each week.

As a result of this, Dr Parkinson will no longer be working At the practice on Mondays, and Friday mornings. Dr Warner will not usually be working at the practice on Fridays, and Dr Rowe will not be working at the practice on Wednesdays.

These changes of course will mean that these doctors (Parkinson, Warner and Rowe) will not have so much availability to see regular patients. If you have usually been seeing any of these GPs, you may wish to consider booking appointments with another GP in the practice in future. This will not affect the quality of your care, but will mean that you are more readily able to see another GP for your healthcare needs.



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Special points of interest:

- *Surgery Changes*
- *Patient Survey*
- *PPG*
- *We need your help!*

Patient Survey

The practice has been working together with your Patient Participation Group to produce a patient survey that deals with issues that we all believe are important. The survey can be collected from the reception counter (and via our website – www.stationviewhealthcentre.co.uk) and we would invite you to please complete and return a copy. Your views are valuable and both the PPG and the practice would encourage you to take part!



Cessation of Repeat Prescription Line

Ordering of repeat prescriptions through the telephone line service on 251425 will end on 18 February 2013.

There are several reasons for this.

Firstly, patients are solely responsible for ordering repeat medications. Use of the telephone to do this extends the responsibility to our receptionists. This, in turn, increases the risk of transcription errors either through mishearing or writing things down incorrectly. Also, the ordering of repeat prescriptions via the telephone is not accepted best practice within the NHS.

Secondly, there are now many ways to order repeat prescriptions as follows:

- Hand in the completed prescription request over the reception counter.
- Post the prescription request to the practice together with a SAE.
- Put the prescription request in the prescription box sited in the reception entrance (between the two sliding doors) to avoid waiting in the queue.
- Sign up for our on-line services and order your repeat prescriptions over the internet. (Although this will be changing soon)
- Set up a repeat dispensing arrangement with a local pharmacy, who will order your repeat prescriptions for you each month (after checking your needs with you). The pharmacy will also arrange delivery of your medication if you require it.

Always allow 48 hours before your prescription is ready for you to collect.

If you are used to ordering repeat medication via the telephone line, may we please encourage you to actively consider which other method you wish to use in future? Please make the change in good time before the telephone service ends on 18 February next year.



We need your help!

We are setting up a 'virtual' Patient Reference Panel to seek the views of our patients on the services we provide. Contact will usually be by e-mail and we will generally ask patients to complete a short questionnaire no more than 2/3 times a year.

We are particularly short of patients in the 14-20 age group and those in their 20s and 30s. If you would like to contribute your views, please ask for a form from reception

