

Patient Newsletter

Station View
Health Centre

Changes to Extended Hours Surgeries

As you may know, the practice has been offering a limited service for pre-booked appointments on Saturday mornings for the last three years.

There has been some uncertainty over the future of this service this year as the Government made some changes to Extended Hours working by GPs and the new local health authority (West Leicestershire Clinical Commissioning Group) needed time to evaluate the effects of this.

As a result, we have had to review the service, and together with the support of our Patients Participation Group have revised the structure of the surgeries which will come into effect on Saturday 1st October.

From this Saturday onwards the service will be provided *every other Saturday* when three GPs (rather than two as at present) will be consulting from 08:00 to 10:30am.

Also, to broaden the service slightly a small number of extra appointments will be available from 18:00 to 18:20 usually every Monday evening.

Saturday appointments can only be booked in advance, but bookings can be taken (subject to availability) up to 18:00 on the Friday evening before a Saturday surgery is to be held. You should note that the surgery is only open on alternate Saturday mornings to receive patients who have a pre-booked

appointment. *No other services are available on the day, and the telephone lines will not be switched on.*

Should you have any urgent healthcare needs on any Saturday, you should telephone the surgery number: 01455 635362 and listen to the pre-recorded message which will automatically connect you to the doctors Out of Hours service – which continues unchanged.

The Saturdays when (pre-booked) surgeries will be held for October and November are shown in the following table.

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Special points of interest:

- *Changes to Extended Hours Surgeries*
- *Ordering of Repeat Prescriptions*



Saturday 1 st October	Saturday 12 th November
Saturday 15 th October	Saturday 26 th November
Saturday 29 th October	--

Ordering of Repeat Prescriptions—Advance Notice!

The practice is working with our computer system supplier to make the ordering of repeat prescriptions available to patients via our website. This will not happen for several months yet, as the software is not yet available to us. Please note that any patient who wishes to arrange the ordering of repeat medication in this way will have to pre-register with the practice to be able to do so. Patients will be advised in a later newsletter as soon as we are ready to take pre-registrations for the electronic ordering of repeat medication.



As part of this development, the telephone line for the ordering of repeat medication will be taken out of use.

There are several reasons for this:

- ◆ It is not considered to be best practice, and many General Practices no longer provide this service for this reason.

- ◆ There is a risk of medication errors due to miscommunication or transcription mistakes.
- ◆ Patients should be solely responsible for the re-ordering of their own medication.

We would reassure our patients that at least three months notice will be given before these changes are introduced.

After the changes have taken place, you will be able to order repeat medication in any one of the following five ways:

- ◆ Via our website (if you have pre-registered)
- ◆ By posting a prescription request to the practice – if you include a SAE your new prescription will be posted back to you.
- ◆ By handing in a prescription request in person at the reception counter.
- ◆ By posting a Prescription request in the prescription box located in the foyer.

- ◆ By setting up a repeat dispensing arrangement directly with a local pharmacy (the practice is not involved in this).

May we confirm that these changes are only being introduced after consultation with, and the support of, your Patient Participation Group.

