

Summer 2019 Newsletter

**IMPORTANT CHANGES TO ORDERING PRESCRIPTIONS  
FROM 1ST OCTOBER 2019**

In order to make our prescription service safer, from 1st October 2019 the GP Partners at **The Medical Centre** have agreed the receptionists will no longer take requests for prescriptions over the telephone. All future requests for prescriptions will need to be made:

**Online** – please ask the receptionist for information about registering to use this service

**In Writing** – Using your re-order slip or full written details (including dose & quantity) you can bring this to the surgery, post it to us or email your request to [cranwell.medical@nhs.net](mailto:cranwell.medical@nhs.net)

**Via the Pharmacy** – Many pharmacies operate their own system for ordering prescriptions. Ask your pharmacist for more details

The reasons for this change are as follows:

- ◆ The most important reason is that it is **safer**. Some telephone messages to the surgery are not clear and can involve a great deal of time and effort in checking and chasing up correct drug details and the correct dosages.
- ◆ This system will reduce the number of phone calls to the surgery. It will be easier for patients phoning for appointments, advice or in urgent need of help to get through.
- ◆ To improve confidentiality on the main reception desk, and allow the receptionist to be more available to patients in the surgery.
- ◆ To bring us in line with national guidance regarding safer prescribing.

**The receptionists at the surgery will not be able to take requests for repeat medication over the phone from the 1<sup>st</sup> October 2019, so please think ahead and order in plenty of time, leaving at least 3 working days for the prescription to be processed.**

This decision has been taken by the GP Partners at the Surgery and we would welcome your co-operation with our reception team whilst these changes are put in place.

If you are housebound and are not able to use any other prescription request method shown above, please let the receptionist know. They will discuss your situation with your doctor, and find a suitable solution.



**NHS APP**

You can now book appointments and order prescriptions via the NHS APP. The app is available to download from the Appstore and Google Play.

With the NHS App you can find reliable NHS information on hundreds of conditions and treatments, and get immediate advice, book appointments, order repeat prescriptions, view your medical record (GP approval required), register to be an organ donor and choose how the NHS uses your data .

All GP appointments that are available to our receptionists are also available online

***Further information can be found at [www.nhs.uk/apps-library/nhs-app](http://www.nhs.uk/apps-library/nhs-app)***

## Summer Problems: Bites, Stings and Sunburn

Our minor illness nurses can advise regarding bites and stings as long as they are on the limbs or body.

**If you or your child are bit / stung on the face or in the mouth you should go directly to A&E (Hull / Scarborough) or an Urgent Care Centre (Bridlington / Beverley).**

The practice is unable to treat sunburn, burns require specialist treatment and dressings.

**If you or your child suffer a burn which you think requires treatment, you would need to attend A&E (Hull / Scarborough) or an Urgent Care Centre (Bridlington / Beverley).**

### Driffield Surgery Opening Times

Monday: 7.30am - 6pm\*

Tuesday: 7.30am - 6pm\*

Wednesday: 8am - 6pm

Thursday: 7am - 6pm\*

Friday: 8am - 6pm

We are open 9am to 1pm:

Saturday 3rd August\* Saturday 7th September\*

Sunday 15th September\*

\*We are open for **prebooked appointments and prescription collection only before 8am** and on a Saturday / Sunday (the phone lines open at 8am on weekdays and are closed on a weekend).

CLOSED

### Summer Closures

**Summer Bank Holiday:** We will close at 6pm on Friday 23rd August and reopen at 8am on Tuesday 27th August

**Time for Training:** Our next training afternoon is Thursday 24th October. We will close at 12pm and reopen at 8am on Friday 25th October.



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driffieldmedicalcentre](http://www.facebook.com/driffieldmedicalcentre)



### FAILED APPOINTMENTS

**Please remember to cancel your appointment if you are unable to make it**

**99** appointments were missed in June 2019

This equates to **16 and a half hours of wasted clinical time.**

**99 extra patients could have been seen in these missed appointments**

We do what we can to limit the amount of wasted appointments; We offer a text reminder service, text messages are automatically sent to your mobile number.

If you haven't already provided your mobile number please contact us and we will update your record.

We also have an automated appointment cancellation line which is available 24/7.



**Are your contact details up to date?**

Have you changed your mobile number recently?

You can update your contact details at reception or over the phone.