

Patient Newsletter

Dr Rabie and Partners

February 2009

Issue 5

New Opening Hours

Our practice has now changed its opening/surgery times. From Monday to Wednesday the practice is open from **7:00am** to 6:00pm with one Dr now starting his/her morning surgery at **7:00am**. Surgery hours on Thursday and Friday remain the same. We are also offering **routine** appointments on **Saturday from 8:00am to 10:30am**. For any patients needing emergency medical attention on a Saturday you will need to contact NHS Direct, the Haywood Walk-in Centre or our out of hours service (by phoning the practice on 0844 477 3325 you will automatically be put through to the out of hours service).

Phone System

Although we have had our new phone system in place for 3 years we feel it may help patients use the phone system more efficiently if an a step by step explanation was made available to you.

Step 1 - Patient dials surgery number

Step 2 - Patient hears the message "Thank you for calling Dr Rabie and Partners, please wait whilst we connect you to the surgery". This means you have been connected to our providers telephone exchange and your call is being transferred to the practice. If you are told you are in a queue this means that either the exchange or the practice phones are very busy. Therefore we would suggest if your call is of a non urgent nature you phone back at a less busy time for example late morning or late afternoon.

Step 3 - When Patient hears the message "You are now connected to Dr Rabie and Partners....." This means you are now connected to the practice phone system and by selecting the correct option you will be put through to the appropriate person.

Please note our phone number is a **Lo-Call** rate number this means that calls from BT land-lines are charged at 4.2p per minute the same as a BT local call. For calls from mobile phones or other providers please contact your provider for details of their call rates per minute to an 0844 number (If you inform your provider that this 0844 number is your GP surgery they should then only charge you the same as a local call).

Practice Website - www.kidsgrovemedicalcentre.co.uk

Our practice has it's own website. It contains amongst other things details of how to sign up to use the EMIS Access system (ask at reception for details), practice opening times, services available, the practice team and some really useful self help information as well as links to NHS Direct and NHS Choices websites. Why not log on and have a look .

Fit for the Future

The Fit for the Future programme hopes to improve the health and everyday lives of people living in North Staffordshire. The programme which aims to change and improve services and treatment, build new facilities such as hospitals etc is designed to take into account your views and wishes as a patient. Please log onto

www.YourBiddulphandKidsgroveNHS.co.uk to see how you can help .

Healthcare Abroad

If you visiting Europe this summer please collect one of the NHS Access to healthcare abroad leaflets from reception. This leaflet gives advice on the countries in which you will receive free healthcare if you are taken ill abroad and the forms you'll need to have to ensure you are able to get the treatment. For travel vaccine advice please speak to or make an appointment with one of our practice nurses.

Inside this issue:

Healthcare Abroad	1
Phone System	1
Practice Website	1
Prescription Advice	2
New Opening Hours	1
Fit for the Future	1

Special points of interest:

Need to ring the surgery from overseas ?

Dial 0870 112 7651

Not had a health check in the last 3 years ?

Please make an appointment at reception.

Want to make or change a University Hospital of North Staffs hospital appointment online ?

Log on to this address www.uhns.nhs.uk/ and looking at the bottom of the home page select **click here**

Dr Rabie and Partners

Kidsgrove Medical Centre
Mount Road
Whitehill Kidsgrove
Stoke-On-Trent
ST7 4AY

Phone: 0844 477 3325

Our practice leaflet is available to download from our new website.

If you have any questions or comments on this newsletter or any of our other practice publications/information leaflets please don't hesitate to speak to one of the reception staff or ask for a member of the management team.

Prescriptions

One of the subjects we get asked most questions about from patients is prescriptions. Therefore in this edition of our newsletter we would like to include some of the most common questions and our responses.

How soon after my last prescription can I request the next one ?

A prescription can be requested up to 10 days before it's due, please don't request them earlier than this without giving good reason.

What if I need a prescription early due to going on holiday ?

If you are going to run out of medication whilst you are on holiday please add a note to your prescription request to say you'll be holiday and how long for, we then may either issue your prescription earlier or issue you with extra medication.

I'm going into hospital, do I need to take all my medication with me ?

Only take the minimum amount of medication needed for your stay in hospital; on discharge you will not be given any of your unused medication back.

How soon will my prescription be ready ?

We always endeavour to have your prescription ready within 48 working hours. Please remember if you choose to use delivery services offered by a chemist or send your request to us by post your prescription will be ready within 48 hours of it's receipt by the practice.

What if I need an urgent prescription ?

Any patient needing an urgent prescription should bring the request into surgery before 12 midday (before 10:00 am on a Thursday). **Please note** although we always try our best to ensure genuine urgent prescription requests are ready within 24 hours it is **your responsibility** as the patient to make you have adequate supplies of your medication. As stated earlier medication can be requested 10 days before it's actually due.

Why can't I phone my request through to the surgery ?

As a practice with over 10 thousand patients and limited number of phone lines available we feel it is more important that these lines are kept open to make appointments, request visits and for other emergencies. Also for your own safety it is not advisable to take requests by phone. Many drugs have very similar names and some patients get easily confused about the medication they are taking. Using your tear off slip or ordering online via the EMIS Access system is a much safer way to ensure you get the medication you require.

Who can make a request for a prescription ?

Requests should be made by the patient, their parent or carer, either by using a tear off slip, written request or online. **Your tear off slip belongs to you NOT to the chemist**; this is so that you have control over making your own requests when you need to. Should you wish a chemist to keep your tear off slip so they can bring your next request into the surgery on your behalf please be aware **you** must still instigate the request. Each time you want them to make a request you **MUST** speak to the chemist telling them which items you wish to order, chemists are **not** allowed to automatically put requests into the surgery without this instigation from yourself. Patient's wishing to use a chemists collection and delivery services **MUST** sign a permission declaration slip, this must be passed onto us for our records. You are free to use whichever chemist you

Your Details

If you change your name and/or address please remember to notify us. Also next time you are in the surgery please ask a member of staff to check that we have an up to date phone number for yourself on our records. It's very important that we have up to date details for you and your family incase we need to contact you or you need to be referred to hospital. Many Dr or hospital appointments are missed due to the fact that letters have been sent to the wrong address or no contact phone number is available.