



# Swallowfield Medical Practice Newsletter Spring 2016



Welcome to the Spring newsletter from Swallowfield Medical Practice.  
This newsletter is produced jointly by the Practice and the Patient Participation Group.  
Our aim is to improve communication and keep you informed.

## Making the most of your Appointment

### Talk to our Medical Receptionists

Our specially trained and highly experienced team are here to help you. They are excellent at triaging (i.e. sorting) medical enquiries and will organise the most suitable appointment for you. It will help greatly if you can give the Medical Receptionist an idea of what your health problem is about.

### Seeking Urgent Care (on the day)

If you feel you need urgent medical attention you will be offered a 5 minute appointment with the daily duty doctor or the minor illness nurse - again the receptionist will be able to direct you to the most appropriate clinician.

### Make Use of the 'Patient Partner Line' automated telephone Service

This is our 24 hour automated telephone service which enables you to book appointments (GP only) up to 4 weeks in advance. To use Patient Partner you'll need to key in your date of birth and telephone number. Call 0118 9769606 and follow the simple instructions on how to use the service.

### Book GP Appointments on line using Vision Online

This service is very easy to use and allows you to quickly see when a Doctor is available. We would greatly encourage you to register for it. (it is also required now to obtain repeat prescriptions online) To do so please come to Swallowfield Reception and bring two forms of identification with you (one of which must be photo ID) ie passport; driving license; bank statement/utility bill.

### Do please turn up or let us know if you can't make your appointment.

Every week, a whole day's worth of appointments is wasted by patients who do not attend. Even very short notice cancellations will be put to good use, so please, please call us on 0118 9883473. Texted reminders for forward bookings are available.

**During September to December 2015 636 appointments were lost to non attendees.**

## Surgery Extension

As you are all aware, the Swallowfield Surgery is bursting at the seams and with the new building currently being undertaken in the area, the practice population is inevitably going to increase. With this mind, the Partners would like to extend the current facility in



Swallowfield to increase the number of consulting rooms and create additional office space. However, this is dependent upon grant funding and planning permission and it could be some months before building actually begins - assuming we are successful with the funding and planning! You can view the proposed plans on the Wokingham Borough Council website. (planning application number 160171).

## You ask us....



**Q.** Why do I need to get my prescriptions dispensed at a Chemist Shop whereas my friend gets hers from the Practice? *Mrs S. Shinfield*

**A.** *Dear Mrs S*

Lots of our patients want to know about this. Basically, it's because Swallowfield Medical Practice is what's known as a Dispensing Practice with special rules and regulations. Consequently, the quick answer to your question is that you live within one mile of a Chemist's Shop whilst your friend doesn't.

Dispensing Doctors are General Practitioners (GPs) who provide primary healthcare to rural patients who live remotely from a Community Pharmacy (Chemist's Shop). Dispensing Doctors are allowed to dispense the medicines they prescribe for these patients. This is carried out on behalf of the GPs here by our professionally qualified team of Practice Dispensers and their Manager.

Unfortunately regulations do not allow us to offer this service to patients living within one mile of a Community Pharmacy as, for example, in Spencers Wood and Shinfield.

As an additional service to patients we deliver medicines (or green prescription forms if we are unable to dispense to you) to specific locations within our catchment area for you to collect from there.

To help save any further confusion it also helps to be aware that a Dispensing Practice is different from a Medical Practice which has a Chemist Shop on the premises with its own Pharmacist on duty. That acts in exactly the same way as any other Community Pharmacy. So please remember that Swallowfield dispensers don't sell over the counter medicines!

To find out more about ordering repeat prescriptions or purchasing prescription season tickets please see our Practice Leaflet or go to our website [www.swallowfieldmedicalpractice.co.uk](http://www.swallowfieldmedicalpractice.co.uk).

If you have a pharmacy or any other general question for us then please email it to [ppg.smp@nhs.net](mailto:ppg.smp@nhs.net) or drop us a line c/o Reception at Swallowfield.

## Repeat Prescription Orders

### The Three Day Turn Around - What it means for you

To clarify what we mean when we say 'three day turnaround' - this is actually 3 full working days from, but not including, the day we receive the request in the Practice. So, for example, a repeat order received on a Tuesday will be ready by the following Friday, or if it is received on a Wednesday it will be ready by the following Monday.



### Don't forget

Please remember that Practice deliveries made to the surrounding village collection points usually arrive mid to late afternoon Monday to Friday. Collection points may well be open seven days a week, so do check opening times.

The Dispensary is open from 8.30am - 6.30pm Monday to Friday for the collection of dispensed medicines and prescription forms.

Do make sure that you order in plenty of time to allow for this turn around process so that you do not run out of medication.

### Repeat prescription ordering - Available Repeat Prescriptions

Patients on repeat medication will be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications and you will be notified when this is necessary. Please ensure that you book an appropriate appointment in time to avoid unnecessary delays to further prescriptions.

To help with this process when you order your repeat prescriptions on-line, the screen shows you how many more times you can request a particular medication before it needs to be re-authorized by your GP.

Once you have ordered the last available request, the prescription drops down the screen to the 'Unavailable' list and cannot be re-ordered via the website until it has been re-authorized.

Enclosed with your last authorised prescription will be a notification from the Dispensary of what action you need to take before the repeat can be re-authorized.

Please ensure that you respond to this notification to avoid any possible delay the next time you need to re-order your repeat prescription.

#### Available Repeat Prescriptions

Please note, if your medication has been changed within the last 28 days by anyone appointment, this list may not be up to date. If this is the case contact your GP.

Sort by:

Last Issued	Drug	Requests Available	Dosage
<input type="checkbox"/> Tue 1 Dec 2015	Aspirin 75mg dispersible tablets	1	TAKE ONE MAY BE

#### Unavailable Repeat Prescriptions

These prescriptions are not eligible for ordering online. If you require any please con

Last Issued	Drug	Dosage
Tue 1 Dec 2015	Bendroflumethiazide 2.5mg tablets	TAKE ONE TABLET
Thu 12 Nov 2015	Atenolol 25mg tablets	TAKE ONE TABLET

## Staff update

Our Practice Manager, Andy Button, is retiring at the end of March, having been in post for nearly 17 years. His replacement will be Fran Leafe, currently our Assistant Practice Manger.



Andy said: "I have really enjoyed the time I have spent at Swallowfield, despite the endless challenges! The Practice is, in some ways, a very different place from what it was when I first came here in 1999 - particularly from the point of view of the technological changes but, fundamentally the same ethos remains of doing our best to provide quality care for our patients. I am very happy that Fran is taking over - she has worked here very nearly as long as I have, and I know she will do a great job!"

We have appointed Alison Henderson as Assistant Practice Manager to work alongside Fran, so the management team will remain at full strength!

We have also appointed an additional Practice Nurse, Anne Pragnell, who will be starting towards the end of March. Anne will be studying to qualify as a Minor Illness Nurse so that she and Julia Bourne will be able to provide this service throughout the week.

## HCA and Phlebotomists

At Swallowfield we are lucky enough to have 2 Health care Assistants, Kate Baker and Alison Breslin, who are both highly skilled and provide support to the nursing team. In their daily clinics they offer a wide range of clinical services which previously would have been undertaken by the practice nurse.



These include blood tests, blood pressure monitoring, ECGs, ear syringing and hearing tests, some vaccinations including flu and B12, dressings, stitch and clip removals. Kate and Alison also offer cardiovascular screening and weight management advice and help to monitor patients on our chronic disease registers.

If you are advised by your GP that you need a blood test you will normally be booked in with a phlebotomist. We have 2 phlebotomists on the nursing team, Gay Mann and Debra Elliott, who hold blood clinics on Monday, Tuesday, Wednesday and Friday mornings and are able to see 34 patients in each clinic.

## Community Navigators

Starting from the beginning of March, we will be offering a new service which has been commissioned by Wokingham CCG.

Community Navigation is essentially a signposting service giving people access to community and voluntary support groups locally (of which there are many). The navigators are trained volunteers who will operate



from the surgery a couple of afternoons per week. They will receive referrals from the Doctors or other healthcare professionals for patients who may require further support beyond the medical help already provided.

The navigator will assist the individual locate that help. For example, a patient who is recovering from a stroke may be referred to the navigator who could then put them in touch with the local branch of the Stroke Association who can provide further support for the patient and, importantly, their carer(s). This service will be available for all age groups and will be there for many different needs.

## Breast Screening

During November and December 2014 SMP hosted the mobile breast screening unit, allowing our eligible female patients easy access to this very important screening service (the alternative is a trip to the RBH!). 1642 women were invited to attend their screening appointment. 81% attended but unfortunately some 215 patients (13%) failed to keep their appointment - this amounts to over 35 hours of wasted NHS resource. Early detection of breast cancer is so very important in enabling correct treatment to be accessed quickly and effectively. This year 1% of our patients were diagnosed early through our latest screening programme are now receiving the right treatment.



### Medical Dictionary:

**Primary Care:** Primary Care is the day-to-day healthcare given by a health care provider. Typically, this provider acts as the first point of contact in the community. The vast majority of primary care is received at GP Medical Practices but other providers include Dentists, Opticians and Community Pharmacists.

### Useful Numbers and Contact details

Main Line:	0118 9883134	Appointments:	0118 9883473
24hr Automated System:	0118 9769606	Dispensary:	0118 9883459
Fax:	0118 9885759	Website:	<a href="http://www.swallowfieldmedicalpractice.co.uk">www.swallowfieldmedicalpractice.co.uk</a>