



Swallowfield Medical Practice

Summer Newsletter 2022

Staffing:-

We are delighted to be able to announce the addition of **Dr D Milligan O.B.E.** as a **partner** here at Swallowfield Medical Practice. Dr Milligan has increased her responsibilities within the practice including her hours. She will now be working all day Monday, Tuesday, Wednesday, and Friday going forward.

She cannot escape us now! 😊

We are also thrilled to be able to advise everyone that **Dr Claire Whittaker** has accepted the position of Salaried GP here from June 1st 2022. This means Dr Whittaker is a permanent member of the team.

Dr Ghaffar is still working with us as a long-term locum, and he currently works all day Tuesday and a Friday morning.

Appointments: -

We are noticing an increase in the number of appointments booked, but not being attended with no prior cancellation. We appreciate that it can be difficult to get through by telephone, especially at certain times of the day however there are other ways you can notify us that you no longer need an appointment.

You can reply to the SMS Appointment Reminder text, if you have received one via a mobile phone

You can cancel appointments via the practice website:-

<https://www.swallowfieldmedicalpractice.co.uk/navigator/cancel-an-appointment/>

You can also email the reception team and notify us this way:-

Swallowfield.practice@nhs.net

.....speaking of other ways to contact us

Dispensary:-

You can **request your medication** via a number of ways:-

Email:- swallowfield.dispensary@nhs.net

NHS app (mobile phone)

Patient on-line access (registration required)

Repeat Prescription Request Boxes (outside and inside surgery)

If you are a vulnerable patient who does not have access to a mobile phone / internet and you need to request your medication, you are able to ask a family member or friend to do this on your behalf. Please ensure the dispensary team know you have consented to this arrangement and ideally advise them of the name of your representative(s). This is to ensure your confidentiality is protected at all times.

If you do not have any family members who can help you with this, please let the dispensary team know.

Prescription Charges. Although the charge per item did not increase this year (currently £9.35 per item), if you are on repeat medications and receive more than one medication per month, it will work out cheaper for you to buy a pre-payment certificate. A pre-payment certificate can be purchased from NHS Business Services Authority. The annual fee for this is £108.10 and covers the holder for any item prescribed for them on an NHS Prescription, not just for those medications that are on repeat. This means if you have one item per month, you will save a minimum of £4.10 per year. I appreciate that does not sound like a lot of money but if you have more than one item at a time, the savings will grow. In a time where the cost of living is increasing, every penny saved can help

You can also buy quarterly certificates, but these do not prove so cost effective.

<https://www.nhsbsa.nhs.uk/help-nhs-prescription-costs/prescription-prepayment-certificates-ppcs>

Covid Prevention Measures:-

We still require all patients to wear a mask or facial covering when attending the surgery, regardless of the reason for attendance. Patient-facing surgery staff will also be wearing masks as it is the only way we can keep each other safe. Please can we ask that you respect each other and our staff by adhering to these measures too. Thank you.

Next update to be published in Autumn: fingers crossed for some fine summer weather in the meantime.

