



Dr Singh & Partners
Church View Health Centre
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www.churchviewhealthcentre.gpsurgery.net

PATIENT NEWSLETTER – SEPTEMBER 2016

Welcome to the latest issue of our newsletter.

Patient Participation Group

This group meets approximately every six weeks in the Board Room at Church View Health Centre, varying the time to enable all members a chance to attend, some if not all of the meetings. Some new members have joined recently but there is still room for more. By joining you will have the opportunity to see some of what goes on behind the scenes and to voice your opinion. If you would like to become involved please ask Reception for details.

Flu Campaign 2016

Yes it really is almost that time of year again. The timetable for this is as follows;

Venue	Date	Time
Church View Health Centre	Monday 19 th September	9.00am – 12.00pm
Church View Health Centre	Tuesday 20 th September	6.30pm – 8.00pm
Church View Health Centre	Monday 26 th September	9.00am – 12.00pm
Church View Health Centre	Saturday 8 th October	9.00am – 12.00pm
Southmoor Surgery	Tuesday 20 th September	9.00am – 12.00pm
Southmoor Surgery	Wednesday 21 st September	6.30pm – 8.00pm
Southmoor Surgery	Tuesday 27 th September	9.00am – 12.00pm
Southmoor Surgery	Saturday 1 st October	9.00am – 12.00pm

Any patient who chooses to have the vaccination elsewhere is requested to let the surgery know. Similarly any patient opting NOT to have the vaccine should let the practice know.

Repeat Prescriptions

Repeat prescriptions can now be ordered by telephoning the surgery at Church View between 9.30am – 5.30pm and Southmoor 10.00am – 6.00pm. You can also order on-line, by post or at Reception.

If you have easy access to the internet it is very easy to request your prescription on-line and you can do so at a time that suits you. Ask at Reception about registering.

Private Prescriptions

Recently all GP Practices have received guidance from The British Medical Association (BMA) regarding the issuing of private repeat prescriptions. The legal advice is clear that in cases of treatment under the primary care contact, GP's cannot issue private repeat prescriptions. They will be in breach of obligation if they do so as this is classed as denying the NHS of revenue.

Why am I being encouraged to buy over-the-counter medication?

Wakefield Clinical Commissioning Group (CCG) and many other areas in the country are urging practices to encourage patients to buy some medicines, which you may use only occasionally, over-the counter instead of requesting a prescription. These include; Antihistamines, pain killers, nasal sprays, eye drops, Vitamin D, Haemorrhoid cream and cold and cough medicine. This is because some over-the-counter medicines cost up to **four times** more when issued on a prescription, compared to the price in local pharmacies, shops and supermarkets.

YOUR NHS only has one pot of money. The money saved by patients buying their own medicines that are available over the counter, can be put towards further funding other services in the Wakefield District. This also allows Wakefield CCG to free up money which could pay for medicines for more serious illnesses to offer improved outcomes for patients in your area. Please see the leaflet available on Reception for further information.

Patient Check-in

The patient check-in display has now been altered to show the expected waiting time, as requested by the patient participation group.

Missed Appointments

Despite including this topic in every newsletter there has been no overall improvement in the number of missed appointments. The practice has therefore decided to bring into effect a Did Not Attend Policy.

A first missed appointment will be recorded on the computer system as DID NOT ATTEND.

A second missed appointment will be recorded on the computer system as DID NOT ATTEND and a warning letter will be sent out along with a copy of the Practice's DID NOT ATTEND POLICY.

A third missed appointment (within a 12 month period) will be recorded on the computer system as DID NOT ATTEND and referred to the Practice Manager for investigation. The patient at this stage could be removed from the patient register. Any valid reason or reasonable appeal will be given due consideration.

No Worries teenage clinic

Just a reminder of the existence of this clinic. If you are a young person needing help/advice on topics such as; Free emergency contraception (morning after pill), Contraception advice, Free condoms, Pregnancy testing, Chlamydia testing, Drug and alcohol advice, Any other sexual health or relationship advice, please ask at reception for a "No-worries" appointment and you will be able to see a GP or Advanced Nurse Practitioner in one of our dedicated clinics.

NHS Choices

You may not be aware of the existence of this website www.nhs.uk. One of its functions is to give patients a forum to provide feedback on their experience at their surgery. Please check it out and let us know what you think of our service. It goes without saying that we would prefer favourable comments!

Surgery Website

Information about the practice is available on the surgery's website: www.churchviewhealthcentre.gpsurgery.net

We also have a Facebook page – Dr S P Singh & Partners and a twitter account – DrSinghPartners

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