

Newsletter June 2016

This Issue:

- ❖ **Care for Carers'**
- ❖ **Repeat Prescriptions**
- ❖ **Missed Appointments**
- ❖ **Be Well Barnsley**

It might surprise you to know that there are currently **13,215** patients registered at this surgery!

Do you care for someone who could not manage without you?

Many people look after friends or relatives due to frailty, disability, serious health conditions, mental ill health and substance misuse. These people are called informal carers. They do not get paid for what they do.

Carers freely give their time and energy to support friends or family members and many rightly take pride in providing essential support for those close to them. Caring for others should not be to the detriment of the carer's own health and wellbeing. After all what would happen to the person you care for if you became ill? There is support out there for Carers.

Healthwatch Barnsley wants to make sure that Carers get the support they need. They want to raise awareness about the carers register that exists to support carers and their loved ones if they become ill. On the 16th, 21st and 28th of June volunteers will be spending time in the Walderslade Surgery waiting rooms talking to patients and visitors about the **Healthwatch Barnsley Care for Carers'** project. If you want more information contact Lorna Lewis on 01226 320106.

Repeat Prescriptions:

Prescriptions **that have been authorised as a repeat** can be ordered in the following way:

1. Complete the right hand side of your prescription and post it in the repeat prescription box located in the entrance foyer at the surgery.
2. Post your request to the surgery and if you enclose a stamped addressed envelope we will post the signed prescription back to you.
3. Online Patient Access – This service allows you to access a list of your repeat medication and request a repeat prescription online. Please ask a member of the reception team at the surgery or go to the surgery website for information on how to register for online access. www.waldersladesurgery.co.uk.
4. Electronic Prescription Service (EPS) - To use this service for repeat prescriptions you must first nominate and register with the chemist or dispensing appliance contractor (if you use one) that you want to collect your prescription from.
5. If your medication is stable you can use the Repeat Dispensing System which allows up to 6 months of prescriptions to be held with a nominated chemist.
6. By special arrangement with your dispensing chemist. Your local chemist will be able to advise you of the options they have available.

Whichever method you use to order your repeat prescription, the practice will require 48 working hours' notice to process it from receipt of your request. This does not include weekends.

Please only order the medication you need. If your prescription includes medication you no longer take then please have it removed from your repeat prescription.

Missed Appointments: In May 210 patients did not attend their booked appointment. This means the practice lost valuable time for other patients to have face to face contact with our doctors and nurses.

Please can you help us and other patients by letting us know as soon as possible if you are unable to attend an appointment. We can then offer the appointment to someone else.

Cancelling Your Appointment:

Did you know that you can cancel your booked appointment in the following ways?

MJOG Text & Email Messaging Service* - Our MJog messaging service will remind you that you have a booked appointment. It will send you either a text, telephone or email message approximately 24 hours before. If you cannot attend your appointment you can reply by entering **CANCEL** (this word only) and the service will automatically cancel your appointment without you having to call the surgery.

Automated Telephone System – You can check and cancel a booked appointment using our automated service; make sure you enter the telephone contact details we have for you.

EMIS Online Access* - You can view, book and cancel appointments at your convenience. Other services are also available through online Patient Access.

*Please ask a member of our reception team for details on how to sign up for MJog and EMIS Online Access, alternatively see our poster in the surgery or on our website www.waldersladesurgery.co.uk

Be Well Barnsley is a **free** service that supports anyone living in Barnsley to become healthier and enjoy life more. Advisors work with people across the whole of Barnsley and can support individuals to improve their health by giving up smoking, eating a healthier diet or losing weight, becoming more active, reducing stress, improving their mood and drinking more sensibly.

You can be supported by your very own Be Well Advisor. You don't need a GP referral; just book an appointment via reception at Walderslade Surgery.

Health Trainer advisors Chris Moreton and Tom Jowitt are available every Tuesday at the surgery. Health Trainer Scott Copeland leads a group short walk every Wednesday at 9.30am, starting and finishing at the surgery; all are welcome to join.

Phoenix Futures has a team of dedicated and experienced advisors who can help and support anyone affected by problematic drug and alcohol use. Advisor Gary Round is available every Wednesday at the surgery. A GP referral is not necessary. To make an appointment contact Gary Round on 01226 779066.

Stop Smoking – Yorkshire Smokefree is Barnsley's specialist Stop Smoking service which offers support to individuals, groups and workplaces. Stop smoking advisor Julia Wright is available at the surgery every Tuesday. Contact her on 01226 737077 to make appointment. A GP referral is not necessary.

Contact Pat Gregory Walderslade Communications manager, on 01226 352407 for information or go to: www.bewell-barnsley.com or www.phoenix-futures.org.uk or www.barnsley.yorkshiresmokefree.nhs.uk