

# Newsletter April 2017



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### **Easter Bank Holiday:**

The surgery will be closed on Good Friday and Easter Monday.

The surgery will re-open at 8am on Tuesday 18<sup>th</sup> April.

### **My Best Life (A new social prescribing service):**

When you're not feeling well you can visit your GP and they can prescribe you medicine or treatment. But what if you're not physically unwell? That's where social prescribing comes in.

Advisors from My Best Life work with people over 18 years of age to connect them with local non-medical support. They can visit people at home; at any time that suits best, including evenings and weekends. They will put together an individual action plan that can help with a range of things including:

- ❖ Improve mental wellbeing.
- ❖ Lead a healthier lifestyle.
- ❖ Improve your home environment.
- ❖ Get involved in your local community.
- ❖ Maximise income and access benefits.
- ❖ Find work, training or volunteering opportunities.

Referrals can be made by any healthcare professional including a GP, nurse or social worker. If you would like to find out more call 0797 0399 427. Alternatively speak to Pat Gregory at Walderslade Surgery – contact Pat on 01226 352407.

My Best Life for Barnsley is funded by NHS Barnsley Clinical Commissioning Group and run by South Yorkshire Housing Association as part of LiveWell Service in South Yorkshire.

### **Free Afternoon Tea and a Trip Down Memory Lane:**

South Yorkshire Dementia Action Alliances: Dementia Fire Home and Safety Project invites you to a free afternoon tea (tea, coffee, a selection of sandwiches and cakes) and a trip down Memory Lane!

This event will take place on Wednesday 26<sup>th</sup> April, 1.30pm, at the Rockingham Centre, Sheffield Road, Hoyland Common. Places are limited so please call and reserve your **free** ticket on 0771 400 2323.

### **Do You Struggle To Get An Appointment?**

During March **199** patients booked and then didn't turn up for their appointment. Unfortunately they didn't let us know.

Please try and cancel your booked appointment as soon as possible if you know you don't need it or can't make it to the surgery.

The sooner we know you don't want your appointment slot, we can then offer it to someone else who does need it.

### Appointments:

If your Doctor or Nurse is running late it is likely to be for a good reason.

Due to the nature of our work unpredictable events such as emergency telephone calls and consultations, home visits and requests for help from other staff members may have an effect on your waiting time.

We ask for your understanding and patience if this occurs. Thank you.

### Walderslade Surgery Patients:

It might surprise you to know that there are currently **13,082** patients registered at this practice! Our catchment area extends from Birdwell to Wentworth and from Tankersley to parts of Brampton Bierlow. See our boundary map on the Walderslade Surgery website.

Patients who move outside of the practice area should register with a GP in their new area as soon as possible. You can do this by searching online at [www.nhs.uk](http://www.nhs.uk). Once you have registered, your medical records will be sent to your new GP practice.

### 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](http://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.

### Chronic Disease Reviews:

The practice is required to invite you for your chronic disease review every year. If you receive a letter from the surgery inviting you to attend an appointment but you don't want to attend then please can you let us know as soon as possible?

If you wish to decline your review for this year, it is important that we make a note on your medical record to document that you have declined.

Please contact Ann Booth on 01226 352406 or alternatively return the pre-printed reply slip attached to your Chronic Disease Review letter to confirm. Thank you.