

Newsletter June 2018

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Patient Participation Group (PPG):

Walderslade Surgery PPG would welcome patients to join the existing group to discuss changes or ideas to improve the services provided at the practice.

If this is something you are interested in joining please ask a member of our reception team or complete one of our expression of interest forms available in the surgery waiting rooms and we will contact you.

The next meeting of the PPG will be held on **Wednesday 11 July, 2pm**, at the surgery.



Sexual Health:

Sexual health clinics in Barnsley provide free, confidential sexual health services including:

- ❖ Testing and treatment for all sexually transmitted infections (STIs) and HIV.
- ❖ Free contraception
- ❖ Pregnancy testing

The sexual health services also offer advice and support on a whole range of other sexual health issues or concerns, even if you're just unsure or worried.

Health advisers in these services are fully qualified and experienced practitioners in sexual health. They're also really friendly, down to earth, and see people with sexual health issues everyday - so they'll put you at your ease.

Visit a Clinic:

Sexual health teams previously based at Barnsley Hospital and Queens Road Clinic are now based at **Gateway Clinic, Unit 1, Gateway Plaza, Sackville Street in Barnsley town centre.**

They offer a range of services including all methods of contraception, emergency contraception, Hepatitis B vaccinations, screening and treatment for sexually transmitted infections.

To make an appointment at the clinic, please call **0800 055 64 42.**

If you need to visit the clinic and you'd like more information or advice before making an appointment, check out the links below:

- ❖ www.nhs.uk/Services-Search/Sexual-Health
- ❖ www.spectrumhealth.org.uk



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.

Home Visits:

- ❖ All requests for a home visit will be assessed to ensure they are appropriate and to determine the urgency of medical need. Please be prepared to give the receptionist as much detailed information as possible.
- ❖ Patients do not have an automatic right to a home visit; however our patients should feel they can ask if they believe they need one.
- ❖ If you require a home visit, please call the surgery **before 11am**.
- ❖ Remember when visiting patients at home, GPs do not have the facilities which the surgery environment can provide.
- ❖ Unsuitable reasons for a home visit: No transport or money, social reasons or for convenience or if other help is more appropriate.

DNA (Did Not Attend Appointments):

DNAs have an enormous impact on the healthcare system in terms of cost and waiting time.

During May 2018, **211** patients did not show up for their booked appointment. Please help other patients and staff at the practice by cancelling an appointment you no longer need or want; we can then offer it to someone else who does need it.