



BROUGHTON HOUSE NEWS

ISSUE 5

Pandemic Flu

Please bear in mind the following advice for any flu like illness: -

If you are displaying flu like symptoms PLEASE STAY AT HOME and telephone the surgery or NHS Direct for advice on 0845 4667. Please inform us whether you have been abroad recently (in particular returning from Mexico or the USA) or in you have been in close contact with anyone who has traveled abroad.

All patients with flu like symptoms should follow the following advice:

- Avoid contact with other people as much as possible
- Cover your mouth / nose when sneezing or coughing – use a tissue and dispose of it carefully
- Maintain good hygiene by washing hands frequently with soap and water to reduce the spread of virus.
- Clean hard surfaces (including door handles) frequently with normal cleaning products
- Make sure your whole family, including children follow this advice.

Prescriptions On-Line

We are introducing an on-line repeat prescription service. Please note that this is for routine requests only and will require the full 48 hours notice to prepare. Please don't use this address for any other messages or urgent requests, as this mailbox will only be checked once a day. If you want your prescription to go to a chemist then please ensure that you have made this clear.

The repeat prescription form can be found on our website at:

www.gpsbroughtonhouse.co.uk

For urgent prescription requests needed on the day – please bring in your repeat slip and advise the receptionist that you need your medication that day. They in turn will arrange for a prescription to be ready for collection between 18:00 and 18:30.

Extended Hours

The Partners have introduced some out of hours availability for pre-booked appointments only, in addition to their routine surgeries. Please note that the telephone will not be manned during these hours and nor will the reception desk be open for routine enquires. On the day appointments will be released at 8am, when the telephone lines open.

Mon 07:30 – 07:50 - Dr Taylor

Tues 07:30 – 07:50 – Dr Beesley

Wed 07:30 – 07:50 – Dr Taylor

Wed 18:30 – 19:20 – Dr Campling

Fri 07:30 – 07:50 – Dr Beesley

Please note that these surgeries will **not** be covered by one of the other Partners during a Doctors' absence from the surgery.

All of the Partners are part time and it will not always be possible to see your normal GP.

Non-Attendance

If you are unable to keep an appointment, please let the surgery know in good time, so as another patient can use that time. Appointments are at a premium and whilst we understand that there will be occasions when you are unable to attend, it would be very much appreciated if you can inform us. Some appointment times are longer than the routine ten minute appointment (eg diabetics) and if an appointment is not used, then that time could have been re-allocated to, two other patients. Repeated non-attender's will be removed from the list.

Script Switch

The Partners are using a piece of software that notifies them of alternative medications, which act in the same way, but are cheaper to prescribe. This software is being used throughout the county and we hope to reduce the prescribing budget. If your medication is altered, you will get a slip telling you of the alteration.

General Reminders:

- Please ensure you notify us of any change of address or telephone number as soon as possible. This will then enable us to update your records in a timely manner and help prevent problems, should you need a visit in an emergency. If you move out of our core area, you will be asked to register at a practice which is more local to you. If your landline does not receive blocked calls, please provide an alternative number which does, in case we need to contact you.
- Change of name – If you change your name then we do need to see official documentation (eg marriage certificate) as we are unable to process without this information.
- If you attend one of the chronic clinics (diabetic, asthma, coronary heart disease) please ensure you book your next appointment before you leave the building. If you attending diabetic clinic, please remember to book your blood test, two weeks prior to your diabetic appointment.
- Warfarin requests – if you are requesting your warfarin medication, we need your yellow record book in, so as we can photocopy your last result. The hospital has now transferred the issuing of the medication to the GPs, whilst they retain the dosing responsibility. It is for your safety that we require evidence of your last result and dose. Please note no prescription will be issued without this evidence.
- Patient Confidentiality – Please note that results cannot be given to anyone other than the patient, unless we have consent to pass this information onto a third party.