



St Lawrence Surgery Newsletter 2017 No.4

Produced in partnership with the Surgery and the Patient Participation Group.

REPEAT PRESCRIPTIONS

As from Monday 2nd October you will no longer be able to order repeat prescriptions over the telephone. This decision has been taken following safety concerns, as there is potential for significant or dangerous mistakes with misheard drug names over the telephone. The options for ordering your prescriptions from this date will be:

1. By bringing your repeat prescription slip to the surgery and posting it in the box situated in the foyer.
2. Order your prescriptions through the website; the link can be found on our website http://stlawrencesurgery-worthing.nhs.uk/repeat_prescriptions/ and filling in the form at the bottom of the page.
3. Through on-line services. This is the most secure and quickest method. For this option we would need to issue you with secure access so please call into reception to complete the form. (Please bring ID with you). With this option you can order prescriptions, book appointments, and look at your medical records.

If your doctor thinks it is appropriate and safe, your doctor may issue a batch prescription (known as repeat dispensing) where you don't have to ask the doctor each time for a repeat prescription. This is suitable for patients who are stable on the medicines. If you would like to know if you are suitable for this then please ask your pharmacist. We will then be in touch with you to put this in place.

If you order your prescription in other ways then please call into reception after 10.00am when they will advise you on your options.

PATIENT EDUCATION EVENTS

Thursday 19 th October 2.00pm	Keeping well and warm in Winter with COPD and asthma	Dr Jaspal Mahil, Karen Jacobs and Sharon Hawker
Monday 20 th November 6.00 pm	How to manage anxiety and depression	Dr Joe Evans

If you are interested in attending these events then please contact reception.

PACE SETTER AWARD

We have applied for an award, which is the Mental Health PACE Setter Award, and ask patients if they would like to take part in a working group.

The MH PACE Setter Award is a development programme for primary care to lead the way in changing culture and improving services around mental health in practices. It is an initiative which has been funded by Health Education England and developed through a partnership between Coastal West Sussex Clinical Commissioning Group and Coastal West Sussex Mind.

<http://www.coastalwestsussexmind.org/mental-health-training/pace-setter> for more information and contact Jowadey@nhs.net if you would like to participate

RETIRING

Dr David Clarke will be retiring at the end of the year. We wish him all the best for the future. His patients will be allocated to another GP in 2018.

PATIENT SURVEY

The 2017 Patient Survey is now available at <http://www.smartsurvey.co.uk/s/StLawrenceSurgery/> for you to complete. This has been written in partnership with the Patient Participation Group. We would like to know your views on how we are doing. We take your feedback very seriously and will produce an action plan from this. Thank you for your support with this.

FREE NHS HEALTH CHECK

See the link below for more information. If it applies to you then call into reception and book your appointment.

<http://www.nhs.uk/Conditions/nhs-health-check/Pages/NHS-Health-Check.aspx>

FLU CLINIC

If you are eligible for the flu jab then contact the reception as soon as possible to book your appointment.

SHINGLES CLINIC

We are hosting a shingles clinic on Tuesday 21st November for those born between 01.09.1936 - 01.09.1938 or 01.09.1943 - 01.09.1946. Invitations will be sent to those who are eligible.

FAMILY FUN TIME

Thank you to the PPG, volunteers and staff of St Lawrence surgery for the successful morning of 15 July. Special thanks to Lindsey Butterfield in particular for all your hard work, all our volunteers and also Anita Withers for the best ever fruit cakes!

We are proud of our wonderful surgery. It is so much more than a surgery and only because of our wonderful Partners, Staff and amazing Patient Participation Group (Chris Moon-Willems – Chair of PPG)

SELF CARE CONFERENCE

The PPG Committee continue to work with the Practice to increase patient's health and well-being through self-care behaviour. We were represented at the annual Self Care conference again this year and found that 'self care' is gaining momentum and interest across the UK as well as internationally.

Some surgeries have rebadged self-care. One of the favourites was 'Staying Well'

Did you know....

1. 3.7 million A&E appointments involved minor illnesses last year? It is in our interest to seek advice from the pharmacist or ring 111 first if we have minor illnesses, so that when we have an accident or serious condition we can receive skilled medical attention without having to wait several hours
2. Every year in the UK, over 50 million consultations are recorded in the UK for minor ailments alone. Our GPs can give us more time if they focus on complex and more serious conditions.
3. Better care starts at home. We would love to hear your ideas about what else the PPG can do to help you stay well. Contact the Chairman on 07505103955.

If you are hard of hearing and wear a hearing aid, please remember we have an induction loop at reception and a portable device that our health care team can use. Please ask for this if you would find this helpful.

We hope you enjoy reading our newsletter but if you have any comments about its contents or useful medical resources that you would like to share with other patients then please contact Jo Wadey (Practice Manager) at jowadey@nhs.net or Alan Hardwick (Editor) at alan.hardwick@stlawrencesurgery.com

If you would like this in a larger font, then please contact the Editor.

If you are a patient, then find us at <https://www.facebook.com/groups/StLawrenceSurgery/>