

south street
surgery

Newsletter March 2017

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Special points of interest:

- **Are you a Carer?**
- **On-line appointments and Prescriptions**
- **Cancer Screening**
- **Repeat Dispensing**
- **Electronic Prescribing**

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Are you a Carer?

Do you provide unpaid support to a friend or relative who is ill, frail or disabled and cannot manage without your help. If so you are a carer. The person you care for may have a physical or a mental health problem, dementia or learning disability.

You may be new to caring or have been a carer for many years. You may live with the person you care for or elsewhere.

You may be a friend or neighbour who visits once a week, you may help with shopping or you may provide personal care 24hrs a

day 7 days a week.

If you are any of these people we would like to know about you, we are working to identify and support carers.

We understand how difficult it can be for carers to get time to see a doctor, and we are happy for you to talk to reception staff about special appointment requirements you may need, such as a specific time of day so someone else is available to care for the person

you are the carer for.

We can put you in touch with Carers in Hertfordshire, who can talk through your caring situation listen to your concerns, tell you about any practical or emotional support that might be



On-line appointments and Prescriptions

We are pleased that many of you have registered for our on-line appointment system. If you have computer access but have not yet registered please let us know. There is a registration form to complete. You need to return this to

us and bring your passport or photo driving license with you for ID. We will then provide you with an access code so that you can book appointments on-line. If you have not obtained a new access code since we changed

our computer system please ask at reception where a new code can be



Cancer Screening



Cancer

Virtual Patient Group

We have a very active patient group who have supported the surgery with a number of projects in both the surgery and the locality. Many of you will have seen them when they carried out the annual practice patient survey last year. We had an excellent response rate and some really useful feedback. We have worked with the patient group to implement many of the ideas including changes to the website and telephone message and we

are currently working with them on a new patient pack.

Our vice chair John together with Nurse Swift arranged an excellent Diabetic Patient event for all practices which was held at Markwell Pavillion. The event was a great success and had very positive feedback.

We would now like to develop our virtual patient group. This will enable



We would like to develop our virtual patient group further.

more patients to be able contribute ideas and comments regarding issues we would like our patients opinions on. We currently

Repeat

Dispensing

makes it easier

to obtain your

repeat

prescriptions

Repeat Dispensing

Many of you have started to use the repeat dispensing system and others may have heard about it but are not sure what it involves. It is a system which makes it easier for you to obtain your repeat prescriptions. Any medication which you collect a prescription for every month is suitable. It

cannot be used for creams, lotions and other items which you use on an as required basis. Once you have requested to use this system your request will be passed to a Doctor for approval. Once approved you will be able to collect your prescription directly from your chosen chemist for up

to six months. At the end of the six month period you will then need to be reviewed by a Doctor or Nurse before a further six months prescriptions can be issued for your chemist. An information leaflet is available from reception if you require more details.

Please ask your Doctor or

Electronic Prescribing

We are now able to use an electronic prescribing system which enables us to send your prescription electronically to use pharmacy. This helps prevent delays in paper prescriptions getting to the pharmacy and is more environmentally friendly.

The system can be used for both acute and repeat pre-

scriptions. It sends the prescription to your chosen chemist each time so this system is best for people who have a preferred chemist.

Please let your doctor know if you would like to have your prescriptions sent via this system. If you are not due to see your doctor please advise reception



who can ask the doctor to put you onto this system.

Your chemist is also able to

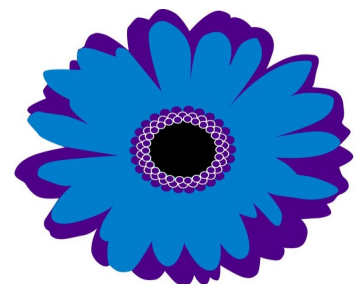
Delivering Excellence in
Health Care

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We hope you have found this newsletter interesting and informative. Please let us know if you have any comments or if there are any topics you would like us to include in future editions. Copies of the newsletter can be found in the waiting rooms and on the surgery website.

You are welcome to take a copy home with you if you wish.



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