

EXTENDED SURGERY HOURS

We can now report that, since 1 August this year, we have extended the surgery hours to meet the needs of patients who are not able to attend in the normal opening hours.

These appointments will be available as detailed below:

Mornings

7.30am - 8am weekday mornings (the exact mornings vary week to week, but exclude Friday mornings)

Evenings

6.30pm – 8pm alternating between Monday and Wednesday and both surgeries

Saturday mornings

8.30am onwards – at least once a month

This new service is for routine appointments only, booked in advance. Booking one of these appointments is the same system as any other, through either reception between 8.30am & 6.30pm, Monday to Friday. Just ask for an 'extended hours' or 'worker' appointment.

Please be assured that the excellent **URGENT OUT OF HOURS SERVICE** provided by the Ambulance Trust will continue on the **0845 600 10 13** telephone number.

Also, if you are unwell outside of normal surgery hours, you may find it helpful to call **NHS DIRECT** on **0845 44647** for advice, or call in at your local pharmacist.

'FLU VACCINATION CLINICS

We will again be holding 'flu inoculation sessions on Saturdays throughout October & November. The patients who we are inviting to attend are those regarded as most vulnerable.

If you are aged 65 or over, are a main carer or you suffer with any of the following problems:

- Chronic heart disease
- Chronic respiratory disease (including asthma)
- Chronic renal or liver disease
- Disease or treatment causing lowered immunity

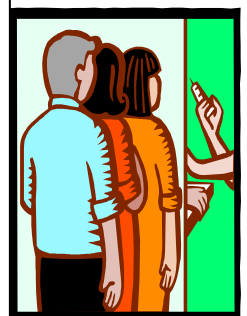
you need to **BOOK AN APPOINTMENT** in one of our Saturday flu clinics to receive a **FREE FLU INJECTION.**

Flu Clinics on Saturday mornings BURTON

- 4 OCTOBER &
- 1 NOVEMBER

BRANSGORE

- 11 OCTOBER &
- 8 NOVEMBER



Additionally, if you are aged 65 and over, and have never been immunised against pneumococcal infection, you are entitled to receive a **FREE PNEUMOCOCCAL INJECTION.**

Information leaflets about both vaccines are available at the surgeries.

REPEAT PRESCRIBING

THE FACTS

- we issue over 2,500 items a week
- we are only allowed to issue 28 days medication at any one time
- each prescription has to be checked and signed by a doctor
- the preparation and sorting amounts to a large part of the workload for reception staff

48 HOURS

We do try and turn around requests in 48 hours and would hope never to extend this time, but we must reinforce our need not to be embarrassed into trying to produce repeat prescriptions sooner than this as it does impact badly on the service.

If an item of medication is not something on 'repeat', ie, it is not regularly taken/used, it is an 'acute' request and may take longer than 48 hours to issue as the original doctor who prescribed it must be consulted.

REQUESTING SCRIPTS

We retain a telephone request service for the benefit of our housebound and infirm patients and would hope that those able to order in any other way will do so in order that the telephone lines do not become continually engaged.

HOW TO ORDER REPEAT MEDICATION

- **On Line** - via the web site.
www.theburtonsurgery.co.uk
- **Pharmacist** – many local pharmacists collect from our surgeries. Give your tear off slip to them and they will bring it to the surgery, collect the prescription and dispense it.
- **Reception desk** – both surgeries have a post box for slips on the counter.
- **Post** – you may send your repeat slip in the post, but you must send a sae with it.

- **Fax**
BURTON – 01202 484412
BRANSGORE – 01425 674421

- **Phone**
(please try and leave this service for our elderly, infirm and housebound.)

BURTON
12 noon – 2pm – 01202 48177
Expect phone requests made on the main surgery line to be declined.

BRANSGORE
Please ring after 10am.

SO PLEASE ...

- **Allow at least 48 hours for your prescription to be prepared**
- **Mark your request slip clearly with the items you need**
- **Only telephone requests through if there is no alternative**

NON ATTENDERS

This remains a very big problem for the Practice. We are writing to EVERYONE who misses an appointment and are encouraged that most patients can see why we are taking this time and trouble.

Please ... think about the impact of missing your appointments and:

'KEEP IT or CANCEL IT but DON'T FORGET IT ...'

Ultimately, if an individual is repeatedly missing appointments, they risk being asked to register with another Practice.

The surgery website:

www.theburtonsurgery.co.uk