

# Newsletter

Spring 2005

**B**urton &  
**B**ransgore Medical Centres

## NO SMOKING DAY WEDNESDAY 9<sup>TH</sup> MARCH

The surgeries will again be supporting the 'No Smoking Day' to raise awareness of the support we can offer anyone who wants to quit. This year's campaign theme is

Swap 20 a day,  
for 5 fruits a day!



We will be holding 'drop in' sessions at the Burton Surgery from 11.30am to 12.30pm and 3pm to 4pm on Wednesday 9<sup>th</sup> March. As well as having the opportunity to discuss the help that we can offer, there will be a demonstration of how to make lovely fruit smoothies, and, no doubt, the chance to taste some.

## CARERS

Are you caring for someone in the community – a relative or neighbour? Then you may wish to register this fact with the Practice. In so doing you may find useful networks for information and support.

Ask at our receptions for the form. It's very short and simple with no requirement for extensive personal detail but will need the name of the cared for person, and we will be able to register you.

You may be interested to know that there are plans to set up a Carers Group in the autumn in conjunction with the three medical practices at the Christchurch Medical Centre.

Events are also planned in the locality for Carers Week, which is 13<sup>th</sup> – 17<sup>th</sup> June and these include a guided walk over Stanpit Marsh, a fish & chip supper and a musical event. More details to follow.

## PEOPLE NEWS

Tuesday 1<sup>st</sup> March will be a big day in the surgery as we will be welcoming a new doctor to the team. She is Dr Sarah Mohay who will be taking up a salaried assistant post with us on a permanent basis. Sarah will be working equally between Burton & Bransgore and we feel sure that her fresh face and enthusiasm will be well received.

Also on this day we will be very pleased to welcome June back in the Practice after her extended leave of absence.

Sadly, as people come, some go, and we will be very sorry to say goodbye to Dr Sarah Humphries as her registrar year comes to an end in March.

There have been changes too on the district nursing team. Richard Hewin left before Christmas to work on the out of hours community team as this suited the needs of his young family, we wish him well. However we have been delighted to welcome Fiona Fowler to the Practice.

[www.theburtonsurgery.co.uk](http://www.theburtonsurgery.co.uk)

You can now order your repeat medication for both surgeries on line via the web site. Take a look at this new service on the above address.

## MEDICATION

The cost of prescribing drugs, dressings and ointments is coming under close scrutiny, not just in this Practice but throughout the PCT. There is much requested by patients that is readily, and often inexpensively, available over the counter of the local pharmacists. The doctors are often uncomfortable with denying anyone such products but would ask that you please do not embarrass them by requesting these items in the first place. A list of such products will be put up in each surgery, and can be made available to individuals by asking at the reception desks.

## 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 turnaround requests in 48 hours and would hope never to extend this time, but we must reinforce our need not be 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 PRESCRIPTIONS

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

- 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.
- On Line ► **NEW SERVICE** ◀



You can now order on line, for both surgeries, via the Practice website – [www.theburtonsurgery.co.uk](http://www.theburtonsurgery.co.uk) The request form is under 'Repeat Medication' on the menu bar on the left hand side of the home page.

- Phone (Please try and leave this service for our elderly, infirm and housebound.)  
BURTON  
The prescription line is 01202 481777 and is open from 12noon – 2pm.  
BRANSGORE  
Please ring after 10am.
- Post - you may send your repeat slip in the post but you must send a sae with it.
- Reception desk – both surgeries have a post box for slips on the counter.
- Fax  
BURTON – 01202 484412  
BRANSGORE – 01425 674421

## FINALLY, PLEASE ....

- Allow at least 48 hours
- Mark your repeat slip clearly
- Only make your request by telephone if there is no alternative