



Aspiro Healthcare

@ Hollybrook Medical Centre & Sinfin Health Centre

PATIENT NEWSLETTER

Tel: **01332 523300** or **770909**

May 2019

Our Telephone System

We are aware of patients who have been having difficulties reaching us by telephone often causing longer delays for our patients to get through. We have been working with our phone provider and have now implemented the first of a series of changes to our system to reduce waiting times and ensure your calls are directed to the most appropriate person.

Future changes to the system will allow patients to ring either of our site numbers and be answered by receptionists across both sites increasing the number of staff available to take your calls.

Patients can also contact us with general queries via our website or in person at one of our practices.

PRESCRIPTIONS MEDICINES ORDERLINE

0115 855 0260

between 9.00am – 4.00pm or

Telephone Hollybrook on **01332 523300** (choose Option 2)

The NHS **Prescription Medicines Order Line** service is the easy way for you to order your repeat prescription. All it takes is a simple phone call that you can make from the comfort of your own home. Your prescription can then be sent electronically to a pharmacy of your choice.

You will speak to a dedicated person who will have time to answer any queries you may have about your repeat prescription. They will discuss your medication requirements and are able to alert you if a medication is due for review.

Once you have made the telephone call, your prescription will be authorised by your GP practice and sent to the pharmacy of your choice within 2 working days. Please allow additional time for the pharmacy to prepare your

ASPIRO HEALTHCARE

Our wider partnership has now extended to include Dr Awais Khalil, a partner at Haven Medical Centre. Haven currently provide care to nearly 12000 patients in Allenton and Alvaston.

Services will continue as normal at Haven and there will be no impact on services at our other sites.

PREMISES DEVELOPMENT

Building works are due to complete at Hollybrook towards the end of June. At the end of the project we will have created an additional 10 consulting rooms. In the final phase, 4 of these will be for patients upstairs with an additional waiting room.

We would like to thank all our patients for their patience during this particularly noisy period and are hoping we can soon return to business as usual.

PATIENT PARTICIPATION GROUP

Patient satisfaction is extremely important to us. By involving patients we hear about the issues that matter to you, the patients.

The Patient Participation Group (PPG) represent your views at our monthly meetings.

Should you wish to join the PPG, please ask any member of our Reception Team or email:

ppg.hbmc@gmail.com

Going overseas?

As it is now holiday season, here are a few reminders of how you can help us and yourself:

- Plan ahead and tell us of your trip in good time, 6 to 8 weeks in advance.
- Get up to date health advice about your destination.
- Get your vaccinations checked and kept up to date all year round so it won't be a problem if you have to go abroad in a hurry.
- Remember, two months' supply of medication is the maximum we are allowed to give you. If going for longer you should arrange to see a local doctor. You may not bring foreign medicines back into the UK.



Receptionists follow guidelines & may ask questions to ensure that as many of you as possible requiring an urgent appointment have access to a Health Care Practitioner on that day. It is concerned primarily with your safety.

PLEASE ENSURE WE HAVE YOUR UP TO DATE CONTACT DETAILS ON OUR RECORDS

Hay fever

The NHS are no longer routinely prescribing treatments for items which can be bought from a supermarket or Pharmacy.

Please don't ask for the following hay fever treatments to be prescribed.

Items which can be bought of supermarket or pharmacy

- Chlorphenamine (Pirton)
- Cetirizine (Zirtek, Piriteze)
- Loratadine (Clarityn)
- Steroid Nasal Spray (Beconase)

Pharmacy Only Items

- Steroid Nasal Spray (Pirinase)
- Acrivastine tablets (Benadryl)

REMEMBER you can save money by buying your medication as the generic (shops own brand) version

Annual Reviews

Annual reviews for patients on repeat medication are hugely important to ensure that you remain well. We appreciate that, if your condition is stable and you do not normally visit the surgery, an annual review can be frustrating.

To help you and us, where possible, we will review your medication without the need for you to come in. It will however be necessary for many patients on repeat medication to come and see a clinician, particularly those with a long-term condition.

Often blood tests and other checks are needed to ensure we are helping you to manage your condition and you will need to see one of our clinical team for this.

If you do need to come in, we will contact you by text message, letter or email. Annual reviews take up a huge number of

appointments and clinical time so please do respond to a reminder if you receive one - it saves us a huge amount of work not to have to chase again.

If you fail to respond to this first reminder, we will send you a second reminder and then a final reminder.

If you still do not book your annual review, it may not be safe for us to continue prescribing your medication. The best way to manage your condition is to ensure you have the tests required and attend your reviews.

We very much want to work with our patients but we also have a duty of care to ensure that you do not come to any harm. Please help us to help you by responding promptly to your annual review reminders.