

Dr Kumar & Dr Sinha

Practice Newsletter February 2018

Your Questions Answered -

Why is my repeat prescription late?

Sometimes it may not be possible to turn all requests for repeat medication around within our 48 hour aim. This can be because there is a complication that must be dealt with by the GP., for example:

- Medication review overdue
- Requested item is not on a repeat prescription
- Requested item has not been previously authorised
- The requested item has not been issued recently and is not due yet for reissue
- Your request may be unclear or not match anything on your repeat screen



What is a medication review, why do I have to have them?

- A medicines review is a meeting with the GP or Practice Nurse , to discuss your medicines which should be reviewed regularly (usually once a year) to check that they are right for you.

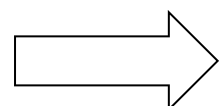
When you are first prescribed a medicine, your doctor checks that it is the best medicine for you. However, things can change, for example:

- You might have developed a side effect from the medicine.
- Your health might have changed, such as developing a long-term condition.
- You might have started taking other additional medicines.
- The guidelines for treating your condition might have changed.
- You may be taking a large number of medications (known as "polypharmacy").
- A medication you are on may be no longer essential for your health day to day.

All of these factors can affect whether a medicine remains the best choice for you.

How do I know when I am due for a medication review?

- When you were first prescribed the medication your doctor would have discussed this with you.
- Medication review dates are shown on your prescription counterfoil forms .





Are You An Unpaid Carer?

Do you look after a family member, friend or neighbour who may be suffering from a serious illness or condition?

If you are looking after an ill, disabled or frail elderly relative or friend, you should recognise yourself as a carer. Carers can get a range of support from social care. There are charities that support particular groups of carers, including sibling carers and young carers.

Don't struggle through a maze of information to find the practical, emotional and financial support you need. Please identify yourself to your GP, Nurse or ask at reception and **make sure** you are getting all the information, advice and support that is available to you.



Stay in contact

Make sure we hold all your up to date contact details . These should include your current mobile phone number and your e-mail address .



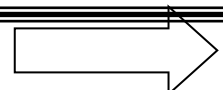
GP Registrars

- As a training practice we have GP registrars working with us in the practice, currently Dr Ali is our GP Registrar. GP registrars are qualified doctors who do extra training to specialise as a GP.
- Whilst with us they receive further training and one to one support from Dr Sinha who is a GP trainer. As with any appointment you the patient may choose who you wish to see and if the doctor of your choice is available the receptionist will facilitate that for you. Should you prefer not to be seen by the GP registrar please advise the receptionist.

Confidentiality



Please be mindful when waiting at reception that everyone has the right to be dealt with in a confidential manner including those on the phone. If the receptionist asks you to take a step back please understand that this is only to protect the patients that she is speaking with. Should you wish to discuss anything in private please ask the receptionist if there is somewhere you could do this.





Have Your Say

We are continually striving to improve the service we give to our patients and we welcome your suggestions and feedback through the Family & Friends Test.

To be more involved, why not take part in our virtual patient representation group so that you can have your say. To be a truly representative group we aim to gather patients from as broad a spectrum as we can. We need people of all age groups, working, out of work, studying or retired. We want patients who use the surgery infrequently and those, who because of a long term condition use the service regularly.

We will ask the members of this group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and will keep our surveys as short as possible, so not to take up too much of your time. We also post the link to questionnaires through our on line services so if you currently book appointments or order your medication online you can take part that way.

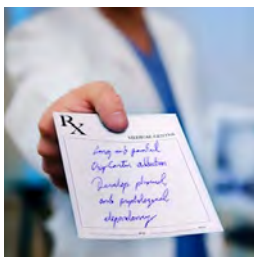
If you **do not** want to be contacted occasionally by email please ask at reception how to opt out or e-mail the patient group at drkumar.ppg@nhs.net.

Over the Counter Medicines (OTC)

This Practice supports Southend Clinical Commissioning Group's work to enable our primary care services to remain sustainable for generations. Part of that work concerns cost effective and clinically necessary Prescribing

OTC can be as much as four times more expensive when prescribed on the NHS compared to when they are bought in pharmacies and supermarkets. Last year, prescriptions for paracetamol cost the NHS in south east Essex £362,000.

Other items that can be bought over-the-counter instead of via an NHS prescription include:

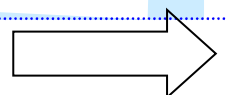


- Cough and cold remedies
- Antihistamines (used to treat allergic health conditions)
- Nasal sprays
- Indigestion remedies
- Dandruff remedies
- Head lice remedies
- Haemorrhoids (piles) medication
- Teething remedies

We all have an individual responsibility to look after ourselves, improve our physical and mental wellbeing and change how we use NHS services. Please be responsible users of this service and Understand when your GP can not prescribe remedies that you should buy OTC.

Thank you

PTO



Not only can you order your repeat prescriptions in a variety of ways, (listed below) but you can also register for “Electronic Prescription Service” with your chosen pharmacy. Ask the receptionist for more information.

- Prescriptions can be ordered in person at reception
- You can order by e-mail reception.f81613@nhs.net
- They can be posted through the practice letter box at anytime.
- They can be posted using royal mail
- They can be faxed to 01702 577726
- Most pharmacy's offer a prescription collection service, so discuss this with your chosen pharmacy
- You can order repeat medication through our on-line services
- Prescriptions **cannot** be ordered over the phone unless you or the patient is elderly, frail, terminally sick or housebound. Please help us to help you.



ZERO TOLERANCE AT SHOEBURY HEATH CENTRE

The centre operates a Zero Tolerance Policy towards any member of our staff or patients.

Patients are expected to be considerate and act reasonably in all dealings with any team member.

Dr Kumar & Partner fully supports this policy and respectfully remind patients that behaviour considered unacceptable will always be investigated and may result in removal from the practice registration list.

Removal of patients from this practice list is an exceptional and rare event and always a last resort. Dr Kumar & Partner must respect the safety and wellbeing of staff and patients, and if a patient at the surgery is unable to respect the staff and treat them with courtesy then it is in the best interest of the patient in question and, more importantly, our staff that they register elsewhere.

Unacceptable behaviour within the Zero Tolerance Policy Includes, the following:

- Shouting, raised voices, sarcasm, pointing fingers
- Any display of a violent temper
- Repeated or insistent points being made; not engaging with staff in a positive way; being pushy or trying to intimidate staff
- Hostile or aggressive behaviour
- Threats, swearing, spitting
- Any mention or display of any object that could be used as a weapon