|  |  |
| --- | --- |
| YOU SAID | WE DID |
| You find the Radio in the waiting room Distressing | This issue was raised & commented on last year. |
| Reception area open – some details are discussed which should be more private | This issue was raised & commented on last year. We have a private room available for discussion should the patient wish to use this. Receptionists are trained in dealing with patients in a confidential manner at the front desk. |
| SSS isn’t pushchair friendly | This issue was raised & commented on last year. There is access at the rear of the premises if it is difficult to use the front door. |
| Confusion over exactly how the repeat prescription service works | Our receptionists are always on hand to help if there is any confusion. They can explain to you how the repeat prescription ordering service can work to suit your needs best. There are a number of ways in which you can order your own repeat medications:   * Online service (see next item for details) * Through your Pharmacy (ask your pharmacy to order for you) * Drop into the surgery with your request   It is the responsibility of the patient to ensure one of the above happens as we at the Practice do not have the facility to re-order medication on behalf of the patients each time it becomes due.  We are being encouraged by NHS England to move towards more digital use of repeat prescriptions and so we will be increasingly promoting the use of online repeat prescription services.  Sometimes patients may benefit from a new service called Electronic Repeat Dispensing – particularly if they are taking the same medication each month. This allows prescriptions to be uploaded to the NHS Spine for up to one year, and then your pharmacist can draw down the prescriptions as they become due, usually every 28 days. Please do speak to our Medicines Manager if you are interested in taking part in this service. |
| Problems with accessing online system – is there an easier way? | We have recently added the service provider myGP as an addition/alternative to Patient Access, Evergreen Life and Dimec. myGP is a smartphone app which is free for patients and practices. Patients can download myGP at [www.mygp.io/app](http://www.mygp.io/app) or search for it in the App Store and Google Play Store. It is quick and easy to register with just a mobile number and date of birth. |
| Strict rules around ordering of scripts – not easy for those who work away part of the week – can there be more leeway around this? | We ask for 48hrs notice to process a prescription if you are collecting from the surgery and 72hrs if you are collecting from a pharmacy excluding weekends and Bank Holidays. This ensures we have your prescription ready for you in time as we average between 100-150 prescription requests per day.  Repeat prescriptions are processed initially by reception and the medicines management team, they then have to be sent to the GP for signature who cross check them and sign them, or arrange for a review as soon as practicably possible. Prescriptions need to be checked carefully by the GP and hence this takes time. GP’s are busy and their repeat prescribing workload is undertaken in between seeing their patients in surgery, home visits, dealing with telephone calls, reading hospital correspondence and test results etc, hence the need to request at least 48 hours’ notice to give the GP time to do the clinical checks they need to do, to ensure prescribing remains safe.  If you are going to be away for an extended period of time we can legally give you a 3 month supply of medication however any longer than this and you would have to register with a new doctor at your location.  As stated above, there are options as to how you can order your prescription, which can mean we can send it directly to a chemist for you to collect at your convenience. |
| I would like to request that the doctors consider the debate around ‘Dignity in dying’ | We are aware of the “dignity in dying” debate.  Individual doctors will have their own opinions and thoughts on the debate and will of course comment on the debate as they see fit. |