

# Whittington Moor Surgery

Newsletter Special Issue May 2014

**During opening hours telephone 01246 456938. Out Of Hours call 111  
Reception is open 8am until 6:30pm Monday to Friday except on Bank  
Holidays and on training days.**

On Monday April 28th Kerry Coles from the Medicines Management Team gave a presentation for Whittington Moor Surgery Patient Participation Group.

## **“Medicines Wastage Costs Us All—How Can We Help to Reduce It?”**

- ⇒ Only order the medicines you need, when you need them.
- ⇒ If you do not order something, do not worry the item will not disappear from your repeat list unless you have not ordered it for more than one year.
- ⇒ Please check that you need all the items dispensed before you leave the pharmacy. Once a medicine has left the premises, if returned, it must be destroyed even if it has never been opened.
- ⇒ Do not over order medicines or hang onto them ‘just in case you need them again.’ It is a safety risk for children and others who might take them.
- ⇒ Please let us know if you stop taking any of your medicine so that we can keep your records up to date.
- ⇒ If you are unsure what each medicine is for ask your doctor or pharmacist .
- ⇒ Return unwanted medicines to your pharmacy for safe disposal.

Kerry discussed the role of her team: The medicines management team are a pharmacy based team who help the GPs out with any prescribing issues. We review local prescribing guidelines, answer prescribing queries, source cost effective options for prescribing and we also get a wealth of prescribing data from individual surgeries that we use to try and improve prescribing.

Kerry also explained why we sometimes change your medication. If you missed the talk and would like more information the full text of her talk is available on our website and in surgery.

We will be closed for staff training from 1:30pm on the following Wednesday afternoons: 21 May, 18 June, 16 July, 20 August, 17 September.

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

# New Appointments System from 2 June 2014

We have listened to patients concerns about access to GP appointments. We are trialling a new system from Monday 2 June 2014.

We will increase the number of pre-bookable 10 days in advance appointments and we will increase the number of telephone consultations available for on-the-day problems. As with all changes there will be teething problems. Please tell us if you have any problems with or concerns about the new system once it has started.

We will be sending text reminders with these appointments they will say:

Reminder for appointment for Joe Bloggs on 13 May 2014 15:45 at Whittington Moor Surgery. For queries or to cancel phone 01246456938.

Please make sure that we have your correct mobile number recorded. If you have signed up for SystemOnline you can update your contact details online.



## Staff Changes

Doctor Woodcock will be leaving Whittington Moor Surgery at the end of August, as will Dr Bentley. Sarah Ryder, prescription clerk and administration assistant, will also be leaving the practice.



# systemonline

BOOK

Did you know that you can now book certain doctors appointments on line?

To use the on-line services you will need to register for a username and password. At the moment we are only offering this service to adults.

For more information on how to register ask at reception or visit our website.

**Patient Participation Group (PPG)** Chairman: Mr Tony Cox. Secretary: Hilary Hicklin. The next meeting is at the surgery on Monday 9th June at 6:30pm  
The minutes of previous meetings are available on our website:  
[www.whittingtonmoorsurgery.co.uk/ppg.htm](http://www.whittingtonmoorsurgery.co.uk/ppg.htm). For more information please look there or at notice boards in the surgery.