

# Newsletter

Apr-17

PrioryGardens  
Surgery



## Patient Numbers

As reported in the last Newsletter the number of patients joining the surgery continues to grow. In January we stood at 10,327 and today it is 10,841. This means more than 1,000 additional patients in the last year.

Some patients have asked why we keep taking so many new patients. Some have said we should concentrate our efforts on the existing patients. Our contract with NHS England forbids us to turn anyone away.

## Chiltern Hills Surgery Closure

This surgery closes at the end of May and there are some 1,500 patients who have still not reregistered. To date 150 have come to PGS. We anticipate many more in the coming weeks.

## Rooms

With the rapid growth in patient numbers space is now our major concern. Last September we asked for 2 additional rooms. To date we have had no response. There are some days when we have more doctors and nurses than rooms to see patients in. This is impacting the services we can deliver and hindering the availability of appointments. With the additional patients we will have to consider an new doctor at some point, but where will the doctor work? We will keep you posted.

## Repeat Prescriptions

I have been asked to update the January newsletter where we announced changes to the system.

A review of the repeat system found that we received a large amount of paper that physically took up a great deal of time to process. Work pressure meant that the staff were making mistakes and we needed to change things to ensure PATIENT SAFETY.

New ways of working were needed to reduce the workload to a manageable and sustainable level, especially now we have so many more patients. The solution was the online clinical system. If as many people as possible use the online system it will greatly improve matters.

Pharmacies were responsible for a large part of the paperwork; every day we received faxes and paper requests. It was decided that we could no longer process requests from pharmacies. Pharmacies were informed last December that the system would change on the 1<sup>st</sup> April. From patient feedback we understand that many did not inform their customers so the changes came as a shock to some. While we advertised the changes in the newsletter and web site, PGS was unable to write to the affected people as we did not know who used the pharmacy service.

Care homes are now transitioning to the online system further reducing the pressure on staff.

**Post Script:** Since we started the process we have learnt that the whole of Luton has already implemented the same change. Luton has found that they are saving a million pounds a year as the over ordering of medications has been cut down. We would point out that PGS will not receive a single penny of any savings and financial considerations had no part in our decision.

## e-RD ~ Electronic Repeat Dispensing

At the same time as we changed the Repeats system we introduced e-RD. Any patient who has a regular repeat medication can now be put onto e-RD. The surgery sends an electronic prescription to your pharmacist to cover the next 6 or 12 months. Each month the pharmacist will print off the next part and issue your medicines. No need to order as everything is taken care of.

Many of the people formerly using the pharmacy service have already been put onto the new system so the impact of the changes should be minimal.

Speak to your doctor at your next consultation or medication review.

## Online Services



Update on the national awareness campaign reported in the January newsletter.

Patients can now register to use online services. An App is also available for people with Smartphones. This enables you to book or cancel appointments, order repeat medicines or read your own notes at any time of the day, wherever you happen to be.

As a trial we have now made more “on the day” appointments available to online patients. There are a limited number but it means that you now have extra choices if you do not want to call the surgery to book.



## EPS : Electronic Prescribing Service

EPS is a service that we offer - you tell us your preferred pharmacy and all your prescriptions go electronically to that pharmacy.

No need to come into the surgery to pick up a piece of paper, you can go straight to the pharmacy. EPS cuts down on the amount of paper in the surgery and means that we can spend more time looking after the patients.

The chart at the side shows that almost 50% of all patients now use the service.

Please speak to reception and give them the name of your pharmacy.

