

PRIORY GARDENS SURGERY

www.priorygardenssurgery.co.uk



NEWSLETTER – SEPTEMBER 2014

OPENING HOURS

Please Note: A standard appointment time is for ten minute duration.

Weekdays: 8.30am to 6.30pm.

Saturdays: 8.30am to 12.30pm. This is for pre-booked appointments only and not an emergency '*on the day*' service.

CONTACTING THE SURGERY

Telephone: 01582 699622. Please try to avoid calling between 8.00am and 10.30am, when the phone lines are particularly busy, unless you want to book an appointment.

Fax: 01582 663431

email: adminpriorydunstable@nhs.net

111 SERVICE

NHS 111 has replaced the NHS Direct phone number in Bedfordshire and that phone number has now been withdrawn. Please note 111 will not be replacing the current GP out of hours telephone number or service.

PATIENT PARTICIPATION GROUP

This Group meets on a regular basis, usually alternate months, on a Monday at 6.30pm in the Surgery. See the notice board in Reception for further information. The group is made up of volunteer patients. If you have any issues that you wish the group to discuss or would like to join the group, please contact the Chairman, Roger Sharp, on 01582 606405 or on his email address rogandmarg1@virginmedia.com

A NEW WAY TO GET YOUR PRESCRIPTIONS

The Electronic Prescription Service (EPS) is an NHS service and it gives you the chance to change how your GP sends your prescription to the pharmacy you choose to get your medicines or appliances from. Although you will still need to request your repeat prescriptions as before you will no longer have to collect your paper prescription from the surgery. Instead the GP will send it electronically to the pharmacy of your choice. To find out more about this new service please ask at reception or your local pharmacy. The new system will be available from 7th November, 2015.

DID YOU KNOW?

- If you are registered for online services at the surgery you can now view the summary notes of your own medical record.
- You can download an app to your mobile phone and access all online services wherever you are.
- Effective from 5th January 2015, if you live outside the current Practice boundaries you may remain with the practice on the clear understanding that you would not qualify for any home visits.
- Doctor's surgeries will have to offer patients the opportunity to comment upon the service they receive with effect from 1st December 2014. A single question form will be available in the reception area from this date and there will be space on this form to record comments. All comments, both positive and negative will be welcome.
- The Practice has appointed an apprentice admin assistant and it is hoped that can gain skills and achieve a NVQ qualification.