



Dr Jonathan Pearce

Dr Sarah Newey

Dr Alex Brennan

The Surgery, Stone Drive, Colwall, Malvern. WR13 6QJ

Electronic Prescription Service

We have successfully introduced the Electronic Prescription Service (EPS) which is an NHS Service giving you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

If you collect your repeat prescriptions from your GP you will not have to visit the practice to pick up your paper prescriptions. Instead, your GP will send it electronically to the place you choose, saving you time. You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop etc. You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is this service right for you?

- Yes if you have a stable condition
- You don't want to go your GP practice every time to collect your repeat prescriptions
- You collect your medicines from the same place most of the time or use a prescription collection/delivery service

It may not be if you:

- Don't get prescriptions very often
- Pick up your medicines from different places

EPS is a reliable, secure and confidential service. You will need to go to the Pharmacy of your choice and nominate them by completing a consent form, which authorises them to receive prescriptions from us on your behalf.

Personal Health Budgets

From April 2014, people receiving NHS Continuing Healthcare and families of children receiving continuing care, will have the right to have a personal health budget. This is like a social care personal budget, but it is for health needs.

What is a personal health budget?

Personal health budgets transfers some of the control to a person around what services or care best meets their needs. This helps decisions to be made which incorporate the knowledge of both the person and the healthcare professional.

The aim is to give people the opportunity to develop solutions to their health care needs, to have a plan this is individual and tailored to them.

At the heart of a personal health budget is a care plan which sets out the person's health and wellbeing needs and desired outcomes, the amount of money in the budget and how this will be spent. This care plan should be developed in partnership with the service user and health care professionals.

The personal health budget can be managed in a number of different ways:

1. **Notional Budget.** No money changes hands. You find out how much money is available and talk to your local NHS team about the different ways to spend that money on meeting your needs. They will then arrange the agreed care and support.
2. **Real budget held by a third party.** A different organisation or trust holds the money for your and helps you decide what you need. After you have agreed this with your local NHS team, the organisation then buys the care and support you have chose.
3. **Direct payment for healthcare.** You get the cash to buy the care and support you and your local NHS team decides you need. You have to show what you have spent it on, but you, or your representative, buy and manage services yourself. Direct payments for healthcare will be available by April 2014.

Find out more by going to the link below:

WWW.personalhealthbudgets.england.nhs.uk or by asking your SIL Advisor or Team Co-ordinator.

DID YOU KNOW ?.....

....that during the month February 2014 we had 27 missed appointments! That 3/4 days of GP and Nurse time were wasted on patients who didn't arrive for their appointment. If you cannot attend your appointment, please let us know. Someone else could then use that time.



UPGRADE TO OUR TELEPHONE SYSTEM

Following the results from our Annual Patient Survey (attached to this newsletter) and support from the Patient Liaison Group (PLG), Colwall Surgery is delighted to announce that the telephone system is going to be upgraded. One of the common complaints has been that the telephone line was constantly engaged, particularly in the morning. The new phone system will overcome this by placing all calls in a queue, which will be answered in order. Therefore, you will no longer need to keep redialling the surgery until you get through to one of the receptionists. The new phone system will be installed in the next couple of months so watch this space for an update. Please be aware that we are constantly reviewing the way we maintain a service to the benefit of our patients.

PRESCRIPTIONS

Why can I only have 28 day supply of my medication

We often get asked by patients for more than a 28 day supply of there medication. It is a Herefordshire clinical Commissioning Group decision that all Doctors Surgeries in Herefordshire prescribe only a 28 day supply of medication.

The reasons for this are:

- It is good practice and safer. For example, it will reduce stock piles of medicines in the home
- It ensures all patients are treated the same
- It reduces wastages—each year over half a million pounds worth of unused medication is returned to Herefordshire Pharmacies to be destroyed

Are there any exceptions to this rule? Yes where:

- A standard package of medicine contains more than 28 days supply, for example, oral contraceptives, ointments, liquids
- Medicines are prescribed on an “as required” basis such as painkillers
- In the doctors opinion smaller or larger quantities are more appropriate
- The doctor will prescribe more than a 28 day supply as a one off if you will run out of your medication whilst on holiday

Prescription Prepayment Certificate (PPC)

If you need more than 13 prescribed medicines each year, you could save money with a 12-month PPC.

You can also buy a three-month PPC, which will save you money if you need more than three prescribed medicines in three months.

The charge for a single prescribed medicine is £7.85, whereas a three-month PPC will cost you £29.10 and a 12-month PPC £104.00.

To find further information or to obtain a PPC please visit www.nhsbsa.nhs.uk

48 Hours for Prescriptions to be processed

Although we do ask for 48 hours for prescriptions to be processed currently most prescriptions are done on the day that we received them.

However, we would like to make patients aware that due to the large amounts of prescriptions we are now receiving and the level of administration work that also needs to be done in the reception area it is likely that you will need to start ensuring that you do give us at least 48 hours to process your prescription.

QUICK CONTACT GUIDE

Colwall Surgery: 01684 540323

Out of Hours: 111

NHS Direct: 08 45 46 47

District Nurses Team: 01531 638414

Minor Injuries Unit (MIU)

Ledbury: 01531 632488

Malvern: 01684 612619

Walk-in-Centre

Hereford (Asda): 0330 123 9309

Worcester: 01905 879100

Hospitals:

Alexandra Hospital Redditch: 01527 503030

Gloucester Royal Hospital: 01452 528555

Hereford:County Hospital: 01432 355444

Ledbury Community Hospital: 01531 632488

Malvern Hospital: 01684 612619

Worcester Royal Hospital: 01905 763333

Dental Access Units:

Gaol St Clinic Hereford: 01432 378920

Malvern: 01684 612754

Worcester: 01905 724633

NHS Herefordshire: 01432 344344

NHS Worcestershire: 01905 760000

Local Access Point: 01432 347690

(Adult Social Care; Intermediate Care & Reablement; Adaptation Occupational Therapy)

Other Useful Numbers:

Age Concern (Ledbury): 01531 631280

Age Concern (Worcester): 0800 008 6077

Carers UK Helpline: 0808 808 7777

Herefordshire Carers Support: 01432 356068

Worcestershire Carers Unit: 0800 389 2896

Colwall Care Scheme: 01684 540196

Dial-a-Ride (Ledbury): 01531 635503

Dial-a-Ride (Malvern): 01684 891121

Online Appointment Booking

We now have the facility to make a small number of appointments with the Doctors/nurses.

To be able to make these appointments you will need to have registered for Patient Access.

Once registered you will be able to search for available appointments and book them online.

If you would like to register for Patient Access please ask at the reception desk and one of the receptionists will be able to print out the passwords you will need to register for this service.