



...STOCKBRIDGE & BROUGHTON SURGERY PRESENT...



QUACKS QUARTERLY

SPECIAL ISSUE No. 68- SUMMER 2011



Welcome to our latest edition of Quacks Quarterly!



Welcome to the next edition of the Quacks Quarterly. Special Notice from Dr P Manchett & Partners

MORE GP PARTNERS AND MORE APPOINTMENTS

Following the retirement of Dr Gareth Evans, the Stockbridge Partnership has taken on two new partners; Dr Ed Gibbons and Dr Natalie Avery. They will be familiar to some of you having both worked here as GP registrars during their GP training.

The reason for increasing the number of doctors at the surgery has in part been driven by the significant restructuring that the NHS is undergoing. Everyone will be aware of the current government White Paper which is going through parliament entitled 'Liberating the NHS'. A significant responsibility has been passed onto GPs to commission services for patients. The advantage of this is that it allows us to be more directly involved in making sure that the care you receive from outside the surgery is appropriate, convenient and of good quality, however the disadvantage is that the increased workload of commissioning means that at times, a particular GP might be less available for seeing patients. GP's are already becoming involved in commissioning services across the country and we are involved with our local commissioning group.

However, although the number of partners and appointments has increased, we are delighted to announce that Dr Avery gave birth to *Elouise May* within a few weeks of joining the partnership! She is currently away on maternity

leave until the beginning of December. Whilst Dr Avery is away we are endeavouring to employ locum doctors to fill the gaps, however we are keen to only employ locum doctors with a good local reputation, so occasionally if there is not an appropriate locum available there may be a temporary pressure on appointments. We ask you to bear with us at this time as we are anxious to maintain the reputation that Stockbridge has for good availability of appointments, and we hope in December when Dr Avery returns to be able to offer a more consistent number of appointments.

If there is an occasion when your 'usual' doctor is not available to suit you we would encourage you to see a different doctor because, whilst we all have areas of special interest, we still pride ourselves in being a practice of equals and above all **General** practitioners.

LOCUMS

Please welcome a few new faces in the surgery over the coming months as they help us out: Dr Alistair Lockwood, Dr Amanda Davis Dr Vithya Shanmuganathan

WELCOME

We also welcome two new trainees Dr Alice Devall who will be with us for 1 year and Dr Annabel Schleh who will be with us for 4 months.

STOCKBRIDGE & BROUGHTON SURGERY CAR PARKS

The Surgery Car Parks are not Public Car Parks The spaces are required for doctors, patients and staff. Please do not use them unless attending for an appointment at the surgery.

DISPENSARY MESSAGE

Repeat Prescriptions and collection of your medication from the Surgery

We are asking for your assistance in allowing sufficient time when ordering your medication. The Surgery has always requested 48 working hours to process your request and for your medication to be ready for collection.

We regret that a number of patients are now expecting us to be able to turn around your request the same day. Given the number of demands on our time we would ask that you respect our 48 hour turnaround time

Telephone calls to ask if medication ready for collection

Over the last year we have seen an increase in the number of patients calling to see if their medication is ready. This ties up both our Reception team and Dispensing Team resources in checking whether the medication is ready on the shelf for you.

We do appreciate that some of you wish to save wasting a trip to the Surgery to collect your medication which is may not be ready. However, we would ask that you do not call us as this not only diverts our team from other matters but also engages our telephone lines making it difficult for other patients to contact us.

FLU CLINICS – ADVANCED WARNING! Saturdays in October 08.30am -1.00pm

If you are over 65yrs (or 65 before 31 March 2012), or suffer from chronic diseases such as Chronic Heart Disease, Diabetes, Chronic Respiratory Disease, Stroke, Chronic Kidney Disease, Chronic Liver Disease, an absent or poorly functioning spleen or are a registered carer or pregnant, you are eligible for the annual influenza vaccination. Please look for further notices for dates and booking information.



PRESCRIPTION QUESTION TIME

IF a patient receives Disability Living Allowance they are entitled to free prescriptions?

FALSE – Disability Living Allowance does not count as it is not income related.

If the patient's partner receives Income Support, the patient is entitled to free prescriptions?

TRUE – An entitlement letter from the Jobcentre Plus Office can be used as evidence.

If the patient is obviously pregnant she is automatically entitled to free prescriptions?

FALSE – The patient should have a valid Maternity Exemption Certificate. The GP, Nurse or Midwife should complete FW8 application form.

If the patient has a valid War Pension Exemption Certificate he is entitled to all prescription items free of charge?

FALSE – The patient is entitled to free prescriptions for the accepted disablement only. A war pension exemption certificate should be shown.

If the patient has a Medical Exemption Certificate it is valid for the life of the patient?

FALSE – Medical Exemption Certificates are only valid for the dates on the certificate (usually 5 years). A medical exemption certificate should be shown.

If the patient is 21 and in full time education, he/she is entitled to free prescriptions?

FALSE – The patient is entitled to free prescriptions up to and including age 19 in full education or training, after which they should apply for an HC2 certificate. A current Child Benefit award notice or qualifying tax credit award notice should be shown.

If the patient is receiving Child Tax Credits, or working tax credits he/she is entitled to free prescriptions?

FALSE – An NHS Tax Credit Exemption Certificate will be sent to those persons who qualify for free prescriptions

