

Armada Family Practice Newsletter

Did you know you can order your repeat medication and also book GP appointments online via patient access?

All you need is to register with photo ID at reception.

Issue 28
March 2019



Order repeat prescriptions with Patient access

Minimise your trips to the practice by requesting your prescriptions online

- ✓ View
- ✓ Request
- ✓ Check progress

Manage your prescriptions on the move with the free Patient Access app

Ask at reception for details and visit www.Patient.co.uk/access

emis Patient.co.uk

Book your next appointment with Patient access

Manage your appointments online, at home or work

- ✓ View
- ✓ Book
- ✓ Cancel

Manage your appointments on the move with the free Patient Access app

Ask at reception for details and visit www.Patient.co.uk/access

emis Patient.co.uk

EPS - Electronic Prescription Service

If you sign up for EPS you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the pharmacy 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.

Is this service right for you?

Yes, if you have a stable condition and you:

-Don't want to go to your GP practice every time to collect your repeat prescription

-Collect your medicines from the same place most of the time or use a prescription collection service now.

How can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to or ask any pharmacy to add a nomination for you.

Patient Participation Group

Our March 2019 PPG meeting has been cancelled until further notice.

Surgery Opening Times

8:30 TO 6:30PM

MONDAY TO FRIDAY

Emails

Would you like to receive our surgery newsletter by email? If so please ensure we have your up to date email address.

Facebook

We now have our own Facebook page to keep our patients informed of useful information and details of current affairs within the practice.

You can find us under

Armada Family Practice—
Whitchurch Health Centre



Useful Telephone Numbers

NHS 111 (out of hours)	111
District Nurse	01275 547040
Health Visitors	01275 547031
BRI	0117 923 0000
Southmead Hospital	0117 950 5050
St Peter's Hospice	0117 915 9400
Alzheimer's Society	0117 961 0693
CRUSE bereavement	0117 926 4045
Diabetes Education	0117 959 8970
Dementia Helpline	0845 300 0336
Carers Support	0117 965 2200
SBCH	0117 342 9692
Midwives	0117 342 9841

During February we had 101 GP appointments & 87 treatment room appointments that patients did not attend or cancel.

This totals a shocking 188 wasted appointments during February and a cost to the practice of £4406.40

From Monday 1st April 2019:

Please allow 72 hours* for your prescription to be processed.



*This is the time taken from dropping off your prescription at the surgery and collecting at the surgery. If you have nominated a pharmacy where you collect from you will need to allow extra time.

Received in the surgery before 12pm	Ready to collect in the surgery after 1pm	Ready to collect from your pharmacy*
Monday	Thursday	Friday
Tuesday	Friday	Following Monday
Wednesday	Following Monday	Following Tuesday
Thursday	Following Tuesday	Following Wednesday
Friday	Following Wednesday	Following Thursday

When will my prescription be ready?

We require 72 hours (3 working days) to have your prescription ready.

The 'working days' are when the surgery is open (Monday – Friday).