

News from Holbrook and Shotley Surgery

Focus on Our Dispensary:

We are grateful for your support in our decision to close between 1-2pm to have protected time to dispense medications. We have noticed a real improvement in our dispensing time, which we hope you have benefitted from.

The dispensing process has many steps to ensure patients are given correct medication at optimal dosage and are monitored at least annually. Once your repeat request is received it has to be processed by the dispenser before being agreed and signed off by the doctor, which may include reviewing your record to ensure it is safe to issue. This is why we ask for 48 hours' notice to produce the prescription, as the GP may be with patients or not on site and we are unable to dispense medication without the script being signed. Your medication then has to be dispensed by a qualified Dispenser, labelled, checked and bagged ready for collection. Our Dispensers dispense around 3,500 items per week and we're proud of the service we provide to our patients. Over the coming months we will be asking you to "Support our Dispensary", which in turn supports our practice. We believe we provide a valuable service that includes online ordering, a managed repeat service and a low rate of return visits for medication not in stock, all delivered by our highly trained staff. If you would like to take advantage of any of our services, please enquire at dispensary.

Finally, you may have noticed our large crate at Shotley which we are filling with empty boxes of returned medication. The medication itself has been removed and will be safely destroyed, as normal, so please continue to hand in your unwanted medications to dispensary – don't put them in the crate as this presents a danger to others. This exercise is to highlight the amount of returned medication in our area and we will be having a competition to guess the value of the items returned once the crate is full.

Flu vaccination dates: our flu days this year are on 30th September and 13th October at Holbrook and 8th and 22nd October at Shotley. If you are over 65, please note the dates in your diary and keep the date free. For those under 65 who have a respiratory or heart condition, an invitation letter will be sent once the criteria for this year has been established.

Windows replacement at Holbrook: the windows at Holbrook surgery will all be replaced between 12th and 14th August. We will endeavour to minimise disruption but apologise in advance for any inconvenience.

Ipswich and East Suffolk Clinical Commissioning Group Paracetamol Campaign

A campaign is now running to raise awareness of the £1m annual spend on paracetamol. Our CCG is keen to reduce this and has asked that patients don't request paracetamol on prescription.

Julia Smith
Practice Manager