

## The Surgery



Castle Donington

News Letter February 2010

### Staff Changes

Since the last news letter there have been several changes in doctors and staff. Dr Sioned Williams has taken a partnership position in a practice in Loughborough. Dr Jane Young is now working six sessions per week; Mon pm, Tues pm, Wed all day, Thu all day. Our current registrars are Dr Vicky Greenwell and Dr Rachel Owen.

On Front Desk reception you will see three new faces; Mandy Butler, Lesley Heath and Sam Smith – we welcome them to the team.

### Early Morning Surgeries

Since December 31<sup>st</sup> 2008, we are now offering early morning appointments from 07:00 five days a week. Each of the partners take it in turn to do these surgeries. We would prefer these appointments to be kept for people who cannot attend at any other time e.g. people needing to be seen before going to work. Four of these appointments are available to book at any time and two are reserved until 10 days before the surgery date.

To enable you to register your arrival at the surgery for these early morning (and any other appointments) there is a new electronic touch screen on the wall opposite the entrance doors to the waiting room.

### Appointments

The patient group has currently been working on a review of access and appointments at the Surgery and will be presenting their views soon to the partnership. Watch this space for any new changes implemented as a result.

### Repeat Prescriptions

To avoid errors telephone requests are not allowed: please use the repeat part of your prescription or a Request Slip (available in reception). Order what you need in advance. Allow 2 full working days for your prescription to be prepared. If you take medicines every day, try to get into the habit of ordering your medicines at the same time each month. You should have an appointment with your doctor at least every 12 months to review your medicines. If you have not had one or do not know the appointment date, then please check with reception.

At your next appointment tell the Doctor if there are any repeat medicines that you no longer need. Ask your doctor if you are not sure about any of your medicines.

If you are on regular repeat medication which does not change from month to month you may be able to request a years supply of prescriptions from the doctor to take to the Chemist and collect when needed. This saves having to submit a repeat prescription list and wait for a prescription, saving time for you and the doctor & staff. This is called repeat dispensing, and if you feel that it would be of benefit to you please discuss with your doctor.

Any unwanted medicines can be returned to Dr McGhee who sends unused drugs to countries in need.

### Out of Hours service

The Nottingham Emergency Medical Service (NEMS) continue to provide the out of hours service for the Castle Donington practice. If you need medical services when the Surgery is closed telephone the Surgery on 08444 77 3092 you will be directed to NHS Direct who will put your call through to NEMS where appropriate. In the event of a dental emergency you can ring NHS Direct (Dental) on 0845 603 1407. For a general medical enquiry to NHS Direct the telephone number is 0845 46 47.

### Affordable Insurance for those with health issues

There is a medical insurance company which has been in existence for 35 years who can offer health travel insurance for those who have had difficulty in finding appropriate insurance cover. They are World First and can be contacted on 0845 908 0161 or [www.world-first.co.uk](http://www.world-first.co.uk)

### Car Parking:

Some hospitals are now giving patients with chronic disease, such as cancer, free parking because of the length of time spent in hospital or visiting for treatment. In some circumstances that is extended to the next of kin during periods of in patient stay. Unfortunately this is not the case at Derby (DRI / City) However, they do have a concessionary charges scheme in place. A 7 day ticket can be purchased from the Car Parking Control Office for approx £9 but these are restricted to certain areas. Nottingham (General /City) run a similar scheme but at a cost of £5 per month. Patients on certain benefits may be entitled to claim back the car parking charges on completion of form HC1