

The Heavitree Practice

NEWSLETTER

Summer 2017

Did you attend?

In June we had 126 missed appointments, including 61 with the GPs.

This is not unusual and over a year amounts to 350 hours of wasted clinical appointments worth over £13500.

At the same time we were not able to provide appointments for everyone who wanted one.

You can help by not booking appointments 'just in case' and letting us know as soon as possible if you can't attend.

We will be monitoring this closely over the coming months and writing to anyone who misses more than two appointments. We may restrict persistent offenders to on the day appointments or refuse rebooking of non-essential appointments such as travel immunisations and smoking cessation.

The Heavitree Practice Patient Participation Group (PPG)

Annual General Meeting

Friday 28th July 2017

11.00 am

The Roseland Room
Heavitree Health Centre

Open to all patients of The Heavitree
Practice and/or their carers



*If you would like more information about the group in advance of the meeting please contact Practice Manager Jane Shooter
Email: jane.shooter@nhs.net
Tel: 01392 222099 or ask at reception*

Staff Changes

At the end of March we said farewell to Practice Nurse Nadia Ball who finally retired after 29 years with the Practice.

In June our receptionist Sharon left us to move back into pharmacy work.

We know that you will join us in wishing Nadia and Sharon good luck in everything they do in the future.

Dr Kate Ball is currently taking a well-earned sabbatical. She will be back in September but until then her patients will be looked after by Dr Kathryn Shore.

Need short term pain relief?

You can buy paracetamol from a pharmacy or supermarket. Unless you are regularly prescribed them for chronic pain please don't request them on prescription.

In Devon the NHS spend around £2.5million each year on prescribed paracetamol. This is the equivalent of:

103 community nurses

119 drug treatment courses for breast cancer

453 hip replacements

2966 drug treatment courses for Alzheimer's

3481 cataract operations

A box of 32 paracetamol tablets on prescription costs the NHS approx. four times as much as it does to buy them from a pharmacy or supermarket



The Electronic Prescription Service (EPS) is an NHS service. It gives 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?

You will not have to visit your GP Practice to pick up your paper prescription. 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.

You won't have paper prescriptions to lose.

You may not have to wait as long at the pharmacy as there will be time for them to dispense your repeat prescriptions so that they are ready before you arrive.

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 paper prescription and take it to a pharmacy to dispense your medicines.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

How can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called *nomination*. You can choose a pharmacy and/or a dispensing appliance contractor (if you use one).

Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to a receptionist or GP. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP Practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

For more information ask at reception or speak to your GP, ask at any pharmacy that offers EPS or visit www.hscic.gov.uk/epspatients