

Golden Valley Practice

Newsletter Summer 2018



Welcome to the summer edition of our newsletter.

Jo Watts-Jane our Dispensary Manager has left us for a new venture closer to her home and we wish her well. We would like to welcome Nicky Manning as our new Dispensary Manager. We are going to be streamlining the running of the Dispensary, please see over for new guidelines which will ensure a smooth and safe dispensary.

We would like to wish you a happy, healthy and sunny summer.

STAFF NEWS

We are pleased to announce that Safen Maruf will be joining Golden Valley Practice soon to work as a pharmacist. Safen is Dr Teshk Nakshbandi's cousin, who many of you will have met when he kindly helped us out last year covering Dr Jones' maternity leave.

We made the decision to employ a pharmacist as we are really keen to make sure our prescribing is as safe and robust as possible. Safen's role will include performing medication reviews, monitoring high-risk medications, ensuring new medication started by the Hospital is prescribed and answering any medication queries from both patients and doctors. In the long run we hope that he will also be able to run minor ailment clinics and prescribe medications once he has undergone training. Hopefully he will also provide support and guidance to the existing Dispensary Team who have been doing such sterling work holding the breach since the departure of Jo. Please join us in welcoming him to the Surgery.

Donna Jenkins is now doing a Phlebotomy Clinic on a Friday morning.

PLEASE let us know if you have changed your contact details.

We are finding it increasingly difficult to contact patients as they have not let us know their up to date contact details. In the future, we may be offering a text reminder service to remind patients about their appointments using patients mobile numbers. We will be asking for your consent that you are happy to use this service. No patient information will be given in these texts.

2018 FLU CLINICS—ADVANCED WARNING

Peterchurch Village Hall - Saturday 27th October 9am-11.30am

Ewyas Harold Memorial Hall—Saturday 27th October 2pm—5pm

Please note that we **will not be sending out invitation letters** this year.

Vaccination against flu is recommended for people aged 65 years or older and also for people with any of the following health problems:

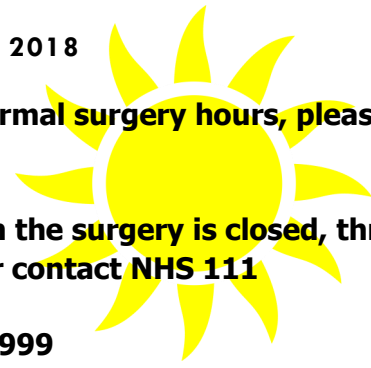
chronic lung disease, asthma, chronic heart disease, diabetes, chronic renal disease
chronic liver disease, chronic neurological disease, weak immune system

**For the most up-to-date information please look at our website:-
www.goldenvalleypractice.co.uk**

Bank Holiday

August Bank Holiday—27th August 2018

If you require urgent medical attention or advice outside normal surgery hours, please call NHS 111.



Appointments may be available over the bank holidays when the surgery is closed, through the Taurus GP 7 Day Service, 0800 121 7221 or contact NHS 111

In an emergency you should call 999

DISPENSARY UPDATE

We are going to be streamlining the running of the Dispensary. Please find below some of the new guidelines when ordering medication from us.

1. Please allow 48 hours for your repeat medication. For example if you order Monday afternoon your medication will be ready Wednesday afternoon.
2. Please can you make a note of your collection date, your medication won't be ready before.
3. Payment—We are happy to take cash or card payments but please note that medication cannot be given without payment or a valid exemption at the time of collection. You may be fined by the Prescription Payment Authority if you make a false declaration.
4. Unfortunately, we are not able to dispense Hospital, Dentist or private prescriptions. These must be collected from the Hospital or a Pharmacy.
5. To enable us to provide an efficient service to all patients, we will no longer dispense medications whilst you wait.

Travel Vaccinations

Please remember to book Travel Vaccinations at least 6-8 weeks before travel as we do not routinely have last minute appointments available and we also need to order in the appropriate medications.



Online Patient Access

A reminder that you can register to use our online patient access system. This enables you to book GP appointments and request repeat prescriptions. For more information, please contact Reception. This service can be useful if you have problems getting through to us on the phone during busy periods.

Centrifuge

The Surgery have recently purchased a centrifuge with money that has been donated to the Golden Valley Patient fund. Currently we are only able to take blood in the morning as the Hospital Courier picks up the samples from us around 11.30am this will now enable us to do 99% of bloods to be taken at any time of the day allowing our patients to have the option to book a more convenient appointment time.