

*Dr A Garrod
Churchfield Practice*

Spring/Summer2015 Newsletter



Update on Cessation of Telephone Requests for Repeat Prescriptions

From 1st of December 2014 we encouraged our patients to use other methods other than the telephone to request repeat prescriptions. The reasons being, that taking such messages over the telephone was unsatisfactory and open to mistakes being made. We would like to thank our patients for working with us and being very understanding with using the other methods of request and would like to report that it has been very successful.

The options available are as follows:

- Using the “Waiting Room” – on line service. You are able to register for this via our website www.churchfieldpractice.co.uk and clicking on the tab for prescriptions or you can provide us with an email address. It needs to be a individual email address for each recipient due to patient confidentiality, so you are not able to use the same email address for more than one person. Once your email address is received you will get an introductory email explaining how you can place your order – this may be sent to your spam. Or you can let a member of the staff have your email address and we will set this up for you.
- Dropping the repeat counterfoil into the surgery or dropping through the letterbox when we are closed
- Bringing the repeat counterfoil into the surgery
- Posting the repeat counterfoil to the surgery
- By Fax – 01840 212986

However if you have any concerns or problems with the above methods please do not hesitate to contact the surgery.

Staff Changes

We have unfortunately said goodbye to Hayley Whitfield, our dispenser in St Breward, Gill has taken over the role of dispenser and we are delighted to welcome Leandra Hawken to St Breward where she has taken on the role of receptionist. Leandra will also be training to be a dispenser in the near future.

Vaccinations

Shingles

If you are aged 70, 78 or 79 on the 1st September 2014 you are entitled to a shingles vaccination. If you wish to receive one again please ring your normal surgery and make an appointment.

Pneumonia

If you are over the age of 65 and have not had a pneumonia vaccination and wish to have one – ring your normal surgery and ask for an appointment.

In the case of an emergency ring: 01840 213893 or if it is a life threatening emergency dial 999.

Appointments

Can I just remind patients that it is only one patient per appointment, if two people need an appointment you must have separate appointments.

Travel Vaccinations

If you are travelling abroad either on business or holiday and want some information on your travel vaccine requirement, please ring the surgery and let the receptionist know the date of your travel, reason for travel and length of stay. Our practice nurse will contact you with the information you require. Please contact as soon as you have all your travel information so there is time to provide any vaccinations that are required.

Patient Participation Group

On Monday 22nd June there will be a talk at Camelford surgery from 1pm to 2pm given by Chris Iremonger, the Project Manager of the Patients Association. Chris will be talking about the benefits of a PPG and forming a patient led group. Anybody that is interested in coming along to this talk please leave your name at any of our reception desks. Numbers are limited due to space restrictions.

Camelford - 01840 213893
Delabole - 01840 213229
St Breward - 01208 851194

All Out of Hours Emergencies - 01840 213893
Or
If it is a life threatening emergency - 999