

SUMMER NEWSLETTER 2019

A warm welcome to our Summer Edition of the Practice Newsletter in which we hope to keep you updated with changes, news and general information in the practice.



ONE INCOMING TELEPHONE NUMBER!

Three Chequers Medical Practice would like to announce that from the 1st September 2019 we will adopt one incoming telephone number for all sites This will be the Endless Street number on 01722 336441 until then your calls will be automatically transferred from the number you have dialled.

Please also be aware that the fax machines will no longer be available and will be replaced with emails. Our email address : three.chequers@nhs.net

AUGUST BANK HOLIDAY 2019

OPENING TIMES

The Practice will be open the following times during the August Bank Holiday:

Saturday 24th August 2019 9.00am to 3.00pm Open for Pre-Booked Appointments
Only (Three Swans Surgery)

Sunday 25th August 2019 CLOSED

Monday 26th August 2019 CLOSED

Tuesday 27th August 2019 Open Normal Hours



*Are your details up-to-date?
Have you changed your
address and omitted to
letting us know? Do we have
your up to date phone number?
PLEASE MAKE SURE ALL YOUR
CONTACT INFORMATION IS
CORRECT!*

Dispensing update - loss of dispensing to the Old Sarum and Longhedge area.

NHS England have recently conducted a rurality review of the Old Sarum and Longhedge Village areas. They have made the decision that this area with its growing housing development and increase in amenities has changed considerably since the last review and should now be considered part of Salisbury. As a result this area can no longer be considered rural and they have withdrawn the controlled locality status with a three months' notice period. **Therefore this means that we will no longer be able to provide the medication to people living in the Old Sarum and Longhedge area.**

All of our patients that are affected should have already received a letter from NHS England explaining this and will now need to have their prescriptions made up at a pharmacy. Please can you let the dispensary team know which Pharmacy you have decided to use so that they can arrange for your prescriptions to be sent to that Pharmacy. Please pass any complaints or concerns back to NHS England as explained in their letter.

Dispensing services and staff shortages

Unfortunately we are experiencing significant staff shortages in the dispensary at present.

As a result we will need to temporarily adjust the level of service we can provide as we will no longer be able to provide daily controlled drug collection at the Winterslow or Endless Street surgery sites and we cannot guarantee we will be able to provide acute prescriptions following appointments in the Winterslow or Endless Street sites for eligible patients.

The dispensary team are working extremely hard and we are actively trying to recruit new members of staff but this process does take some time.

We would be very grateful for your patience during this time.

*Dr Sam Dominey
Dispensing Lead*

Repeat Medication Requests

Please remember that we are only able to take repeat medication requests on repeat medication slips, or request forms are available at any reception or online via Log in. To register for online services view our website www.3chequers.co.uk - **SORRY WE DO NOT TAKE TELEPHONE REQUESTS FOR MEDICATION**

LATE ARRIVALS

If you arrive more than 10 minutes late: Then the appointment has been missed and will need to be rebooked for another day. This is to prevent delays to the GP sessions and to ensure fairness to patients who have arrived on time. We appreciate the effort our patients make to attend on time and therefore do our best to run as close to booked appointment times as possible. Adhering to our Three Chequer Medical Practice Late Arrival Policy assists us in doing so, however due to the nature of a GP Surgery; sometimes the Doctor or nurse may be running behind. When the clinician is running late our Reception team will advise the patient upon arrival and apologise to them for the delay.

Please make sure you are on time!

THE CARERS GARDEN PARTY

The Garden party for carers was a great success; we were blessed with beautiful weather. All the carers enjoyed afternoon tea and cakes in the garden at St Ann Street Surgery, with music and singing from The Navy Larks (thanks to Celebrating Age Salisbury), plus the Crafty Carers, Carers Support Wiltshire and The Salisbury Museum.

It was a relaxing and joyful time for all. We thank all who attended our lovely volunteer helpers and the Bourne Hill Secret Garden for loaning us their beautiful china, chairs and equipment.



Travel Clinic

We want to give our patients the best travel service we can. In order to do this we need adequate advance notice of travel. Please follow the advice below for a smooth service.

Important Timing For A Successful Service - We need 6 weeks' warning.

In order to avoid disappointment you **must call us on 01722 336441 or visit your local surgery Reception** to book your Initial Travel Consultation **TWO MONTHS** in advance of travel. This can only be done on our receipt of your completed Travel Risk Assessment Form (you can fill one in at the surgery if you wish, or download and print one from our website).

Please note that handing in a submitted travel risk assessment form does NOT mean you have booked an Initial Travel Consultation.

Please be aware that some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

We may have to order vaccines we do not have in stock and this can take up valuable time. If forms are received later than six weeks in advance we regret to say we may not be able to cover you for your trip.

INAPPROPRIATE BEHAVIOUR

Should a patient be violent, threatening or verbally abusive to a doctor, nurse, member of staff or other persons on the premises, the doctors reserve the right, after due warning, to remove the patient from the practice list.

For a digital edition of this newsletter and further information visit

www.3chequers.co.uk

Large Print edition of this document is available ask for a copy at Reception