



ISLIP MEDICAL PRACTICE

Welcome to the Spring Patient Newsletter 2023

Dear Patients

Welcome to our Spring Newsletter. The days are getting longer, and the flowers are all in bloom.

Islip Medical Practice is having their first **PPG (Patient Participation Group) Open Evening**. You can meet staff, have a tour of the Practice and to speak to our new community Social Prescribing team (Citizens Advice) who can offer opportunities for volunteering.

If you are interested in becoming a PPG member, and would like to know more, then please do come along.

Thursday 8th June 6.30pm – 7.30pm.

Do you know that your GP Surgery is made up with a range of Healthcare Professionals with the expertise to assist you with your health needs, from Nurses, Health Care Assistants, Physio's, Pharmacists, and Mental Health Workers.

Covid Spring Booster

If you are over the age of 75 or immunosuppressed, you are entitled to a free Covid Spring Booster. Please contact our reception team to book your appointment.

Islip Medical Practice, Bletchingdon Road, Islip OX5 2TQ

Tel: 01865 371666

www.islipsurgery.org.uk

Friends and Family Test

The NHS Friends and family test was created to help our practice and the wider NHS to understand whether patients are happy with the services provided. To make feedback easier for you, from time to time we will send texts out to patients immediately after their appointments, seeking a response. We really do appreciate all feedback, whether it is good or bad!

For those who are not aware, the prescription charge has increased from 1st April by 30 pence from £9.35 to £9.65 for each medicine or appliance dispensed. The cost of prescription pre-payment certificates (PPCs) has also increased:

3-month PPC increases by £1 to £31.25

12-month PPC increases by £3.50 to £111.60.

The recently introduced HRT PPC will cost £19.30.

When our practice is closed

Please note that like all other GP practices, we will be closed on 29th May for the Bank Holiday.

If you need medical help when our practice is closed or when you are away from home, please call **111** or use www.111.nhs.uk.



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Dispensary Changes

We are proud to be able to provide a dispensing service to our rural patients and we are committed to providing a safe and efficient service.

We are aware of some ongoing issues with dispensary, and we are trying hard to resolve these. One area of concern at present is medication delays due to supplier issues. Recently, this become a more frequent problem and this is as frustrating for our dispensary team as it is for you, so we do ask for patience, and for patients to be kind to our staff as they are really trying to help resolve your concerns.

Following on from our Winter Newsletter, we would like to thank all our patients whom have proactively contacted our dispensary team asking to be removed from our delivery and/or automatic services (remember these are in place to help those with significant vulnerability in getting regular prescriptions). If you can manage without these services, please let us know as it really does make a difference.

As you can see from the picture below (our end of March audit), automatically dispensed prescriptions that are not collected in a timely fashion results in a regular, large excess of unclaimed items. Every month this amount of medication, if unclaimed, has to be audited, put back into dispensary stock where possible, and in the worst instances, disposed of. As you will appreciate, this has significant implications for the smooth running of the dispensary – wasting precious medicines and of course staff time and practice resources.



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So that we can continue to provide this invaluable service to our patients and keep our dispensary running, please can we ask for your continued help with the following:

- **If you currently have your medication delivered, but you could collect it instead, please let us know.** This will help the Practice to deliver this service to those who are need i.e., housebound, or vulnerable patients. Please let the dispensary team know if you no longer require this service, as they will be able to remove you from the delivery list.
- **If your medication is managed by our dispensary team (automatics), but you are able to request your own prescriptions, please let us know.** This way, our dispensary team will be able to ensure that those patients who need this service, can access it.
- Please can we remind patients that all repeat prescriptions **take 3 working days** from the date that the prescription was requested. This is to ensure that the dispensary staff have time to request the medication and prepare the prescription for collection in a safe manner. If a prescription is deemed **urgent** by your doctor, they will issue it as an “urgent” script, and it will be ready on the day of issue.

We really appreciate your support in helping us improve our dispensary to ensure it is safe, efficient, and sustainable for the future.