

QUAKERS LANE SURGERY ROUNDUP



DID YOU ATTEND YOUR MOST RECENT APPOINTMENT?

THROUGHOUT JANUARY, FEBRUARY & MARCH **105** PATIENTS FAILED TO ATTEND THEIR APPOINTMENT WITH EITHER A NURSE OR GP.

THIS IS **1760** MINUTES OF WASTED CLINICAL TIME.

PLEASE **TELEPHONE US** TO CANCEL YOUR APPOINTMENT IF YOU ARE UNABLE TO ATTEND.

PRACTICE UPDATE

We are offering both Face to Face and Telephone appointments 50/50. If you are booked in with a GP for a telephone appointment and they feel you need to be seen, Reception staff will book you in for an appointment on the same day.

We are pleased to announce online appointments are now available to book. Please note this is GP appointments only and can be booked via the NHS app or through our website if you have a login password (arranged via reception if you haven't got one).

Fee Increase

We have recently reviewed our practice fees; please ensure you check fees with our reception team when making requests.

BP Machines

Patients are often loaned a BP Machine for 1 week. Please return the machine within the given time so that other patients can benefit from taking advantage of the equipment.

Patients will be charged for lost BP Machines or late returns.

We are saddened to announce the death of one of our Co Founders of our Patient Participation Group.

Mrs Maureen Bursell passed away in February 2023.

Maureen served on a number of national Health Service boards. Our thoughts are with Maureen's Family and Friends at this time.

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DISPENSARY

Items Dispensed

January	2717
February	1916
March	3118

We currently have 1394 Dispensing patients.

PRESCRIPTION CHARGES ARE INCREASING:

As of 1st April, prescriptions will cost £9.65 per item.

Pre-Payment Certificates

A 3 month pre-payment Certificate will cost £31.25

A 12 month pre-payment Certificate will cost £111.60

Polite reminder

Prescription turn around is now 4 working days.



Heartbeat Alliance has taken over the running of late-night Surgery within the Hambleton, Richmondshire and Whitby area. Enhanced access is on a Tuesday evening here at Quakers Lane Surgery.

Appointments on a Tuesday night at Quakers Lane Surgery can be made with the following Clinical Staff:

GP, Advanced Nurse Practitioner, Pharmacist & Practice Nurse (Availability may vary)

Appointments are available at other Richmondshire practices on an evening and weekend for patients to attend.

If an appointment after surgery hours is more appropriate for you, please let our reception staff know when booking your appointment.

Blood Test Appointments

Please note you may be asked to book your blood test appointment through the enhanced access service above.

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REMINDER - SURGERY OPENING TIMES

Quakers Lane Surgery now closes between 1PM & 2PM Monday – Friday.

When closed for this hour it helps staff catch up on practice tasks, scanning and any training which may be required.



Quakers Lane Surgery welcomed Lucy, a new Receptionist/Administrator onto the team in February.



Please be polite and respectful to our staff, we work as a team to ensure all our patients needs are met. To enable us to keep our high standards we need you to work with us and be patient whilst we look into the care you require.

NATIONAL DAYS/MONTHS COMING UP THAT MAY INTEREST YOU.

NATIONAL WALKING MONTH IN MAY



NATIONAL FOSTER CARE CARE DAY TUESDAY 2ND MAY

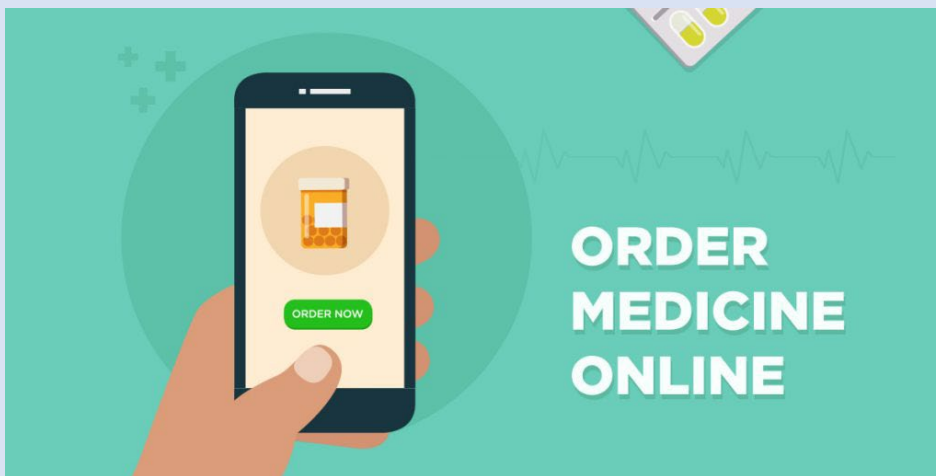


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We will be contacting housebound patients over the next few weeks to arrange days/times to visits.

Anyone over 75 years who are not housebound will need to source the vaccination elsewhere as there is no current arrangements within practice.



We are currently looking into ways to reduce ordering prescriptions using paper repeat slips by encouraging patients to use online ordering.

Benefits of online ordering are:

- Quicker ordering process
- No lost repeat slips
- Order 24hrs a day 7 days a week.

ANNOUNCEMENT

The Dispensary will be closed between 12 & 14:00 on Tuesday 25th April for training.

Sorry for any inconvenience.