

# HORSMAN'S PLACE SURGERY



NEWSLETTER

ISSUE 1

AUGUST 2013

## WELCOME TO THE SURGERY'S NEWSLETTER

The Partners hope that this Newsletter will be of benefit to their Patients and will open up an additional line of communication between you and them.

## ELECTRONIC PRESCRIPTIONS—A BRIEF OUTLINE

The Surgery is now able to send your requested prescriptions electronically to your chosen Chemist.

How it works:

1. You/the chemist puts in the request as usual to the Surgery;
2. The surgery draws up the prescription on screen and forwards it to the GP;
3. The GP authorises/signs the prescription electronically;
4. The prescription is sent electronically to the chosen Chemist.

Once the GP has electronically signed the prescription the Chemist should receive it within 30 minutes.

The Surgery is still requesting you allow 48 working hours for the prescription to be actioned.

This is another step nearer the Surgery's goal to become a paperless Surgery.

## COMING SOON—ELECTRONIC PRESCRIPTION REQUESTS

This will be accessible via our website:

<http://www.horsmansplacesurgery.co.uk/>

Go to the "Online Booking" page. You will be able to order your repeat prescriptions—you will need to be registered with our Online Service. Please visit our website and follow the links to register for this service in advance of the online prescription requests service starting.

The Partners anticipate the service to be live in a few weeks' time—so do monitor our website on the noticeboard section for details.

### **NON ATTENDANCE FIGURES**

214 appointments were not attended in June of this year.

We urge patients to telephone the Surgery should they not be able to attend their appointments. There is a huge demand for appointments and the missed appointments could be used for other patients who may be in desperate need of one.

Well done to all those patients who cancelled their unwanted appointments.

The Partners thank you for your cooperation in this matter.

### **SMOKING CESSATION PROGRAMME**

Patients who wish to stop smoking can visit the Surgery from 09.00 to 16.00 every week day except Wednesdays and speak to one of our Stop Smoking Advisor.

### **OUT OF HOURS SERVICE**

Dial 111 if you require non urgent medical assistance.

Dial 999 in an emergency.

You can also visit:

The White Horse Surgery Walk In Centre  
Vale Road  
Northfleet  
DA11 8BZ

Tel: 0300 0300 000

Opening hours: 8.00 to 20.00 7 days a week.

### **ARRANGEMENTS FOR AUGUST BANK HOLIDAY**

Remember Monday 26th August 2013 is a Bank Holiday and the Surgery will therefore be closed for the day.

Any comments on or contributions to this newsletter should be made to Christine Martin by email: [cmartin10@nhs.net](mailto:cmartin10@nhs.net) or by post