

## Practice Newsletter March 2019

### Changes - Pregabalin and Gabapentin

Are you currently on regular prescription for Pregabalin and Gabapentin? If so, there are changes that may affect you from 1 April 2019.

### What Are The Changes?

These prescription only drugs are to be reclassified as Schedule 3 Controlled Drugs under the Misuse of Drugs Regulations 2001, and Class C of the Misuse of Drugs Act 1971.

### What does this mean for you?

- Pharmacists must dispense the drugs within 28 days of the prescription being written
- The Department of Health and Social Care has issued strong recommendations that the maximum quantity prescribed should not exceed 30 days
- Electronic prescribing and repeat dispensing cannot be used
- You may need proof of identity to collect from a pharmacy
- You will need to sign when collecting your prescription

- Emergency supplies and loans cannot be made from pharmacies if you run out

### What do you need to do?

- Please ensure if you regularly receive either of these items directly from the chemist that you will need to separately request these from the Practice from 1 April 2019.

If you have any questions, please contact the Practice Pharmacist, or your local Pharmacy who will be able to clarify what this means to you.

### Requesting a Repeat Prescription

You can request your repeat prescriptions online. It is quick, easy and secure. In order to do this, go to:  
<http://patient.info/patient-access> or our website:  
[www.wellsparkpractice.co.uk](http://www.wellsparkpractice.co.uk)

Repeat prescriptions take 48 hours to process. This is two working days not including the weekend or bank holidays.

- Requests that are NOT ON REPEAT i.e. past medications, hospital letters or hospital prescriptions which are ticked non-urgent etc.

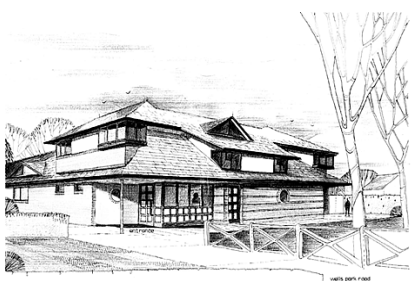
WILL TAKE LONGER TO PROCESS (POSSIBLY UP TO 3-4 WORKING DAYS) as the doctor needs to look at these and may need to refer to your medical history.

- Hospital prescriptions which are ticked as urgent or for collection at the hospital should be taken to the hospital pharmacy for dispensing. WE ARE UNABLE TO PROCESS PRESCRIPTIONS TICKED FOR COLLECTION AT THE HOSPITAL.

- If requesting past medication (which will take longer than 2 working days to process) please state clearly on the request why you are asking for it. We deal with over 100 requests daily so please help us to make this process run as smoothly as possible.

- If you have regular repeat prescriptions which do not change, please ask for repeat dispensing.

**YOUR PRESCRIPTION WILL BE SENT ELECTRONICALLY TO A NOMINATED PHARMACY**



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### **GP Patient Survey**

Just a reminder that the GP Patient Survey is still running until the end of March. The GP Patient Survey is an independent survey run by IPSOS MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice. If invited to complete this survey, we ask that you please complete your questionnaires and send them off promptly. If you need any help completing the survey, we are able to provide any support you may require.

We remain grateful for your support and continual constructive feedback.

### **Friends and Family Test**

We received 335 feedbacks in February. 199(59.4%) stated it was extremely likely they would recommend us to their friends and family, 86(25.67%) likely, 10 (2.98%) were neutral, and 37(11.04%) were unlikely and extremely unlikely and 3 (.89%) did not know. We are grateful. Please keep your comments coming

### **Parkrun Initiative**

We are pleased to inform you that Wells Park Practice has registered as an official parkrun practice.

#### What is parkrun?

- Free, weekly 5k events, every Saturday morning, in areas of open space
- 2k junior parkruns for 4-14 year olds and their families on Sunday mornings
- Over 850 locations across the UK
- Organised by local volunteer teams
- Walk, run, jog, volunteer or spectate - take part in any way that suits you
- Open to all, including those who are inactive or have health conditions or disabilities
- Opportunity to socialise, make friends and be part of a welcoming, supportive community

#### What are the benefits?

- Improve health and wellbeing through physical activity
- Opportunity to socialise, make friends and be part of a welcoming, supportive community

- Activities are free, outdoors and accessible to all
- Free weekly 5k events for all every Saturday morning, in areas of open space
- You can walk, jog or run

Please check our website or PPG board in our waiting room for additional information

### **Wasted Appointments**

During the month of March, we offered 6449 appointments. Of these, 228 (3.53%) people that booked, did not show up, and failed to cancel. The simplest way of cancelling is by replying to our reminder text with the word CANCEL. This will cancel your appointment automatically without the need for staff intervention. We are only able to offer your unwanted appointment if you cancel

### **Practice Closure:**

We will close for training at 12.30 on Tuesday 12 March 2019. Should you need to see a doctor when we are closed, you can call SELDOC on 02086939066 or call 111 for advice.

*Regards - Antonia*