

Practice Newsletter May 2019

PARKRUN PLEDGE

Wells Park Practice is proud to be celebrating the 1st anniversary of Park Run 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
- 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

Involvement in this initiative will help practices:

- Improve the health and wellbeing of practice staff
- Improve the health and wellbeing of patients and carers, reducing

the need for lifelong medication

- Raise awareness amongst the parkrun community of services that practices provide
- Contribute to the development of a local community and environment that is centred around wellness generation
- Support the UK-wide movement to upscale social prescribing activities

We look forward to seeing as many of you as possible at the next event.

When: Saturday 1 June

Time: 9.00am

Where: Crystal Palace Park

If you are a new runner and have not previously registered, please register on the Parkrun website a on the below:

<https://www.parkrun.org.uk/register/>

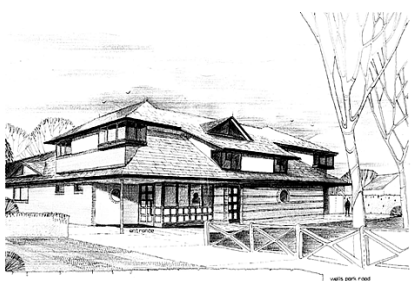
Requesting a Repeat Prescription

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

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



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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. This ensures you are issued post-dated prescriptions electronically.

YOUR PRESCRIPTION WILL BE SENT ELECTRONICALLY TO A NOMINATED PHARMACY

Thank You

We would like to thank you all for responding to our texts and attending some of our open clinics or booking appointments for your reviews. We plan to continue sending texts, on a phased basis, in the coming months to ensure we manage to review health conditions for as many of you as possible before March 2020. By reviewing your health, we will be working with you to prevent any serious or chronic diseases. Please do not ignore our

requests and, on receipt of one of our texts, phone or email the Practice and book an appointment as requested. We are very grateful for your co-operation.

Friends and Family Test

We received 293 feedbacks in April. 178(60.75%) stated it was extremely likely they would recommend us to their friends and family, 84(28.66%) likely, 13 (4.43%) were neutral, and 17(5.80%) were unlikely and extremely unlikely and 1(.34%) did not know. We are grateful. Please keep your comments coming

Wasted Appointments

We are very grateful to those of you who cancel your unwanted appointments. It is important that you cancel if you are unable to attend your GP or nurse appointment. You can cancel your appointment by phone, email, text or online access. 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. During the month of April, we offered 6230 appointments. Of these, 209(3.35%) people who booked, did not show up, and failed to cancel. This is an improvement on previous months.

Staff News

We said goodbye to Kieron who left at the beginning of May to start his own business. We wish him well for the future

Practice Closure

Our next half day (12:30pm closing) training day is on **Wednesday 22 May 2019 and Tuesday 25 June 2019**. If you need urgent medical assistance which cannot wait until the surgery reopens, please call *Freephone 111* or visit *111.nhs.uk*. For chest pain or collapse please dial 999

*Regards
Antonia*

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