



HOW TO GET THE BEST FROM YOUR PRACTICE

The aim of this leaflet is to provide you with information about the Practice in order that you can get the best possible service from us. The Practice is always striving to improve its service to the patients. If you have any comments please pass them to the receptionists who will pass them onto the Management.

Practice Web Site

The practice has a comprehensive web site which can be found at: www.kingstsurgery.co.uk. The site offers advice on opening hours, services we provide as well as links to other health sites.

Patient Participation Group

The Practice has a formed Patient Participation Group (PPG). The group meets every 6 – 8 weeks to discuss the Practice. All patients can become part of the group; application forms are available at both receptions. You can view the Patient Participation Group minutes on the Practice Web Site.

Appointments

On The Day Appointments: If you require an on the day appointment you must be prepared to visit either King Street or Bobblestock surgery and be seen by any doctor. You may be asked some basic questions by the receptionists. This is to provide the doctor with as much information as possible in order that they can deal with you as efficiently as possible. Please provide as much information as you can. All information is dealt with in the strictest confidence. The answers to these questions will speed up your appointment or direct you to a more suitable appointment i.e. a Practice Nurse.

Advanced Booking: The Practice offers advanced appointments up to two weeks in advance. This covers 75% of all available appointments. If your request for an appointment is not urgent please inform the receptionist that you would like to book an advanced appointment. The reception staff will try to book you with a doctor of your choice, however if you limit your choice of location and ultimately doctor then you may have to wait longer for your appointment. Pre-bookable appointments are released every day to try to cater for all. If you require a pre-bookable appointment please try to ring after 10.00am as calls before this time are primarily aimed at those patients who require an appointment that day.

Test Results

Please ring for all test results/x-ray results after 10.00am. If the result has been received the receptionist will be able to inform you. If the result has not been received in the expected time-frame, the receptionist will pass your enquiry onto the Medical Secretaries who will investigate the result and get back to you.

If you receive a letter from the Practice requesting you to make an appointment, this appointment should be made within 14 days of the date of the letter. If you are required to make an urgent appointment following a test, the practice will normally phone you to make this arrangement as soon as possible.

Repeat Prescriptions For Repeat Dispensing - See Below

The telephone is **NOT** the preferred method of requesting repeat prescriptions. The requesting of Repeat Prescriptions via the telephone is **DISCOURAGED** on a national basis and is an additional service provided by the Practice for its patients. Errors in transcription, poor quality telephone lines and a lack of an audit trail make this a poor and sometimes dangerous method of requesting repeat prescriptions. The safest way for you to order your repeat prescriptions is in writing. You can do this in a number of ways:

- In person at either surgery on the forms available from reception.
- Writing a letter or note direct to the surgery, detailing you requirements
- Faxing your requirements to the surgery
- On Line via the Practice Web Site. You have to register to use this facility. Forms are available from reception.

It takes 48 hours to process your repeat prescription. If you require it to be collected from Bobblestock surgery, this takes 72 hours. If you would like a pharmacy to pick up your prescription you must inform the pharmacy direct. This is not a responsibility of the Practice. Please do not ask a pharmacy to pick up your prescription outside of the processing times detailed above, i.e. do not order a repeat prescription and on the same day ask a pharmacy to collect it.

Repeat Dispensing

Repeat Dispensing is a method of getting your repeat prescriptions without having to ask the doctor for a prescription each time. If your medication is regular and unchanging then this is an ideal method for you. You must see the doctor to go onto this scheme. The doctor will sign and give you an authorising repeat dispensing prescription along with a number of repeat dispensing issue forms. You take all of these to the pharmacy. The pharmacy will then issue you your first prescription. You return to the pharmacy for your second and subsequent prescriptions without having to ask the doctor for another prescription. When you are issued your last set of medication, the pharmacy should tell you to make an appointment with a doctor to review this scheme.

Patient Details

Please inform the Practice if any of your personal details change, in particular a change of address or telephone number including your Mobile Telephone Numbers. There has been a sharp rise in the number of patients who have changed their mobile telephone number and have not informed the practice. This makes it extremely difficult for us to get in contact with you when you are out of your home.

Practice Communication

The address for all Practice correspondence is:

Dr Turnbull & Partners
22a King Street
Hereford
HR4 9DA

Telephone: **Appointments/Results** 272181/354573
Prescriptions 352011 0930 – 1200 & 1300 – 1530 weekdays
Fax 344725