



## **November 2022 - Surgery Newsletter**

### **PRESCRIPTION REQUESTS**

Our front desk reception staff are receiving lots of enquiries from patients about prescriptions. Due to their heavy workload, they are not able to assist with prescription requests or enquiries about medication.

We do however have a dedicated Prescription Clerk who works between 9 am to 3 pm Monday to Friday, who is able to help patient with these.

If you need to order a prescription, then we will need the request to be made in writing remembering to list the names of the medication required. Requests for medication can be made as follows:-

- By placing a request in the prescription box by the front door
- By submitting a request via the Great Bentley Surgery website
- Via patient on-line access
- By sending an email to the prescription clerk on their direct email:  
[holliesprescriptions@nhs.net](mailto:holliesprescriptions@nhs.net)

If you have an enquiry regarding your medication, then the Prescription Clerk can be contacted on their dedicated telephone number: 01206 257557 and selecting Option 2. If you go into the hold queue and you do not wish to continue holding, you can press 1 which will then allow you to leave a message. Please remember to leave your name and number if you wish the Prescription Clerk to call you back.

If you contact this number on a working day before 3 pm you will receive a call back the same day, but if you phone after 3 pm, then you will be called back on the next working day.

**Please help our prescription clerks by remembering to order your medication at least 3 working days in advance of you needing this. We are happy for patients to put in their prescription requests up to 10 days before they are due to start their next lot of medication.**

### **HOLIDAY VACCINATIONS**

We are now receiving an increased number of enquiries from patients about travel vaccinations. If you need to check whether your vaccinations are up-to date for travel, a Travel Risk Assessment form can be completed and submitted via the Great Bentley Surgery website. For patients who do not have access to the internet, a paper copy can be collected from reception for completion.

**Please remember to do this at least one month prior to travelling, to ensure you are able to receive any vaccinations required in time for your holiday.**

### **SURGERY TRAINING AFTERNOON**

Along with all other surgeries in the area we will be shut from 12 noon on Wednesday, 30 November 2022 for staff training. If patients require urgent care on this afternoon, then they can contact 111 for assistance.

**PATIENT PARTICIPATION GROUP – MEETINGS RESTARTING**

The next Patient Participation Group meeting will be held at 6.30 pm at Great Bentley Village Hall on Thursday, 17 November 2022.

***Sue Mitson – Operations Manager***