

# PRESCOTT SURGERY PATIENT NEWSLETTER

May 2022

## **Latest News from The Surgery – From Tracy Willocks, Practice Manager.**

Dear Patients

After an enjoyable 4½ years as Chair of Prescott Surgery Patient Group, I have decided to step down. It has been a privilege to work with the Partners, the Practice Manager, the staff and other members of the Patient Group on numerous initiatives in order to improve services for patients.

Patient involvement is so important and members provide insight, knowledge and suggestions to the practice on numerous matters.

The Patient Group is currently very low with membership and is looking to recruit new members. If you would like to be part of a friendly group who meet with the Practice Manager and work towards improving patient services, then please get in touch by either emailing [Prescottsurgery.patientparticipationgroup@nhs.net](mailto:Prescottsurgery.patientparticipationgroup@nhs.net) or contacting the practice, providing your name, email address and contact telephone number.

**Jackie Jones – Prescott Surgery Patient Group (Previous Chair)**  
.....

### **Thank you from Prescott**

On behalf of the Partners and everyone at the practice, we would like to thank Jackie for all of her support to the practice during her time as Chair, especially during these very challenging 2 years where Jackie has gone above and beyond to help us.

### **Appointments and General enquiries**

We are currently experiencing a high demand of telephone calls. Our busiest times are between 8.30am and 10am. Please contact us after 10 am for all routine enquiries including making a routine appointment.

### **Medication Queries**

If you are ringing about medication please ring the dedicated medication line on 01939 261403. Please do not ring the reception line with a medication query as this will block the lines for someone who needs to speak to reception. The reception team will advise you to call the dispensary line on the number above.

It is appreciated that the dispensary line is busy, there is an answer machine facility, please leave a message and one of the team will return your call as soon as they are free to do so.

### **Ordering Repeat Medication**

Please remember to allow 3 working days for all repeat medication orders. We are still receiving a number of requests that are not ordering within the correct timescales, which adds to the pressure on the dispensary team and delays the process for patients that have ordered correctly.

Please remember we are not open on Bank Holidays and therefore this is not a working day. We will always do our best to accommodate requests in extenuating circumstances, however, please help us to help you by ordering your medication in time.

Please do contact the surgery if you have a medical need during our opening hours, Monday to Friday 08.30am-6.00pm. If you have a non-urgent medical query during the evening and weekends that cannot wait until the surgery re-opens, please call 111, this service is available 24 hours.

If you have a medical emergency, please dial 999

\*\*\*\*\*

## *Spotlight on*



Each newsletter and subject to space, the practice intends to introduce you to the work of a various members of the team. This month we are focusing on our Jeremy Roberts, Care Co-Ordinator.

.....

### **Spotlight on.....** Jeremy Roberts, Community & Care co-ordinator (C&CC)

Hello, I'm Jeremy Roberts and I'm the Community & Care co-ordinator for Prescott surgery. I've been here for several years and worked in other Shropshire practices too. This is a non-medical role to help you with your wellbeing and I can assist patients in need of help, support and advice by signposting you to various useful services. Community and Care co-ordinators are based in surgeries in Shropshire and work with the NHS, the Council and voluntary services and let you know about support available in your community.

I can help you to find your way around the system which can often seem complicated and confusing. I can offer information and show you where to go to get help for all sorts of things such as:

- volunteering in the local area
- living with a long-term health condition
- local activities, interest groups or day centres
- transport for appointments and other activities
- support for you and/or someone you care for
- bereavement support
- organisations that can help with aids and adaptations to your home and for making it easier to go out and about
- feeling lonely or socially isolated
- finding someone to spend time with you including have a chat on the phone
- where to go for financial help, including Foodbanks and benefits

You can contact me through the surgery, leaving your details of what help you need, and your contact details including the best phone number to speak to you on during the day. Just ask your GP, nurse, or reception to contact me and I'll be in touch.

Surgery news prepared by Tracy Willocks, Practice Manager