**Summer Newsletter 2017**

**25 Years**

Cheryl our Dispensary Manager has been working at Silton Surgery now for 25 years. When Cheryl started at the Surgery in 1992 she worked in Reception as well as Dispensary. As time has gone on the various roles at the Surgery have developed and Cheryl is without doubt an integral part of the Dispensary. We are sure that you would like to join us in congratulating Cheryl on her stamina!

**Test Results**

When patients or their representative/s contact the Surgery to find out test results please be aware that the Receptionist is not able to discuss the result. The Receptionist is able to say if the result is ‘Normal’, ‘Abnormal’, ‘needs repeating’ or if the patient ‘Needs to speak to or see a GP’. Receptionists are not able to interpret the results and any discussions should be with a clinician.

If the patient would like a representative to be informed of their test result/s we do need a signed letter giving consent for us to do this.

**Contact details for over 16’s**

When a patient reaches the age of 16 years old they should let the Surgery know their own personal mobile number and email address, if they have one. Most children under 16 have a parents mobile number on their record, this is not appropriate once a patient reaches 16 years of age.

**Fridge Medications**

If you know that you have ordered a medication that requires storage in a fridge, please remind the Receptionist when collecting your medication. The dispenser puts a ‘Fridge Item’ sticker on the bottom of the medication bag on our shelf, if indeed there are other non-fridge items. However these have been known to fall off! If a bag has a ‘Fridge Item’ sticker on the bottom of it, it does not mean that an item requiring storage in a fridge is in that bag, it simply identifies that there is another item for the patient, which is in the fridge.

**Dispensary wrong number!**

We have received a phone call from a lady who lives locally; she informed us that she is having messages left on her telephone answering machine requesting repeat medications! Her phone number is similar to our Dispensary phone number. None of the phone lines at the surgery have the facility for patients to leave a message. So if you phone the Dispensary on 01747 840950 and you hear a recording that tells you to leave a message you have **not** come through to the Surgery!!

**Dispensary Changes**

Still in the area of Dispensing, patients may not be aware that there is only ever one person on duty in Dispensary at a time. If the Dispenser is in the middle of dispensing to a patient she is not able to answer the phone. We know that being interrupted whilst in the middle of dispensing is likely to cause an error. We are committed to carrying out our work in a safe and professional manner. We are constantly striving to find ways of working that ensure errors are not made. We realise that it can be frustrating when the dispensary phone is not answered. Please do not ring Reception if the Dispensary phone is not answered. Reception staff should not take medication requests. **On-line ordering** is the best way to order your medication. There is a facility to ask a question and type in a request for an Acute (not on repeat) item. The benefit to a patient is that you can access this service 24 hours a day, 7 days a week. Alternatively we still accept repeat request slips, if the Surgery is open you can put them in the box on Reception desk, if we are closed, you can put them in the metal box on the outer wall by the front door.

In our efforts to minimise disruption in Dispensary we have amended our **Dispensary phone line opening times**:

**NEW OPENING HOURS OF DISPENSARY PHONE**

**Mon, Tues, Thurs and Fri: 09:15 -10:30 and 14:00 – Closing**

**Weds: 09:15 – 12:00**

Many other Health Centres have completely removed the facility to phone in medication requests, but we do realise some of our patients are house bound and/or do not have the use of a computer.

To set up online ordering you simply need to provide us with a current email address and proof of identity.

You can also use this facility to book some appointments.

If there are any subjects you would like included in the next Newsletter please let Jo know.

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