

# The Orchard Partnership News

Issue 4 11<sup>th</sup> July 2017

It seems that summer has arrived! Hopefully you are enjoying the weather despite it being rather warm. *Remember* if you are travelling abroad for your holidays to check if you need any vaccinations with the Practice at least 6 weeks in advance of your date of travel.

## **Internet pharmacies/Pharmacy2U**

Our dispensary services are currently under threat from large private internet pharmacies such as Pharmacy 2 U and Express Chemist. The income from our dispensary services allows us to continue running our village practices, which might otherwise have to close. Please support us by continuing to use our dispensary as usual.

If you are struggling with any aspect of this, or have any suggestions on how we could improve, please let our Practice Manager, Jess Holland, know either at top@nhs.net or on 01980 620259.

## **Long term conditions**

We have reviewed the way in which we will invite you in for your annual review for your long term condition. A long term condition (COPD, Asthma, Diabetes) needs to be reviewed every year to ensure you are on the correct medication and the Practice is supporting you with your care of your condition. You will be invited to attend your annual review around your birthday month. If you do not wish to attend your annual review please let the reception team know to ensure you do not receive any further invites.

## **Online services- Text messaging consent**

Please sign up to receive text message reminders about your appointments. This will help to decrease the number of missed appointments. The Orchard Partnership can also keep you up to date with surgery news.

You can also access your clinical record to book appointments, order repeat medication and view your clinical record.

***Please ask at reception for further details.***

## **Flu season is coming!**

We will be launching our Flu Campaign within the next few months. Flu clinics will start from 11<sup>th</sup> September and you will be able to receive your flu jab at any of our four surgeries – look out for further details and dates. If you have text messaging consent then we will invite you to attend by text.

***Please see reception and Sign up today!***

## **Telephone appointments**

Please be near your phone when you have requested a telephone appointment. The doctor will try 3 times you phone back please be aware the doctor may not be in a position to talk to you as they maybe in clinic or on a house call.



## **Named GP**

Each patient has a named GP for administration purposes; however, you can see any GP within the surgery. All doctors can access your notes and still provide you with the same level of excellent care.

## **Welcome Susie Soar**

A warm welcome to our new GP who has replaced Dr Fiona Dawe at Codford. She comes with a vast amount of experience and will be at Codford for 3 sessions per week- Wednesday, Thursday and Friday morning. .

## **Salisbury District Hospital referrals**

**If you have been referred to Salisbury Hospital and you would like to chase up your appointment with them, please call them direct on 01722 336262 ext 3543. If you phone the surgery to chase your appointment our admin/reception team we also phone the above number to chase it and it therefore cuts out the middle man.**

## **Appointments**

Please be aware that we try our best to accommodate your request to be seen by a GP when it is convenient for you. However, over the holiday period please be prepared to wait up to 2 weeks if you want to see a specific doctor. We will always offer you an alternative with one of our regular locums.

## **Carers and Dementia Friendly Awards**

The Orchard Partnership has recently been awarded Gold Plus Award for our work we do to support our carers and we have also been recognised for our continuing work to support patients with dementia.