

The Old Dispensary



Newsletter Spring 2019



Welcome to this issue of our Practice Newsletter. The newsletter is to provide patients with any news, information or forthcoming events. If you have any suggestions as to what you would like to see in your newsletter please email us at theolddispensary@nhs.net or speak to a member of staff.

HOME VISITS

If you or a family member are unwell and need to book a Home Visit, please try to do so before 11am



The Surgery will be closed on the following dates during the Easter Bank Holiday weekend

Thursday 18th April – Surgery Open – usual opening times
Friday 19th April – **(Good Friday)** – Surgery Closed
Monday 22nd April – **(Easter Monday)** – Surgery Closed
Tuesday 23rd April – Surgery Open – usual opening times

Patient Participation Group update

Our Patient Participation Group is a way of encouraging patients to give their views about how The Old Dispensary is doing. We would like to be able to find out the opinions of as many of our patients as possible and are asking if patients would provide their email address to us so that we can make contact by email every now and then to ask you a few questions. If you are happy for us to contact you occasionally by email and haven't already done so, please let reception know your current email address or download and complete the sign-up form available on our website. We also have a 'suggestions box' in the surgery and the suggestions slips are available in the waiting areas.



Do we have your number?

It is very important that we have up to date Contact telephone number for our patients. Please inform us of any changes as they occur.



As Spring arrives, so does hay fever for many patients. The symptoms of hay fever can include runny nose, itchy throat, sneezing, itchy and watery eyes, wheeziness and cough. These symptoms can be miserable for some so it is worth taking note of when in the year your symptoms tend to start. It is better to commence a daily antihistamine tablet a few weeks prior to your symptoms developing as this gives you the best opportunity to control your hay fever.

Eye drops and nose sprays are very effective additions to the antihistamine tablet. Pharmacists are a wonderful source of advice regarding what can be purchased to combat hay fever over the counter.



Do you know what your blood pressure is? Not had your blood pressure checked in the last 3-5 years?

More than 1 in 4 adults in the UK have high blood pressure, although many won't realise it.

High blood pressure, or hypertension, rarely has noticeable symptoms. But if untreated, it increases your risk of serious problems such as heart attacks and strokes. The only way to find out if your blood pressure is high is to have your blood pressure checked.



Advice from your GP online without having to wait for an appointment

You don't need to wait for an appointment to get the advice you need. You can consult your GP at a time that suits you. We have lots of self-help information on how to treat hundreds of conditions.

Get answers you need in 3 easy steps.

1. Visit the practice website at www.theolddispensary.co.uk and click on "consult our doctors online"
2. Click on "I want help for my condition" and click on your condition
3. Click on "I want to help myself"

The Practice will respond by the end of the following working day

PATIENT ACCESS



Available on IOS and Android

(download Patient Access from your App Store)

What is Patient Access?

With Patient Access, you can now access your local GP Services at home, work or on the move – wherever you can connect to the internet. Because Patient Access is a 24 hour online service you can do this in your own time, day or night.

- **Book and cancel an appointment**
- **Order repeat medication**

How do I register?

Click on the following link and follow the instructions

<https://patient.emisaccess.co.uk/Account/Login>

Once you have completed the registration process the practice will contact you asking you to collect your User ID and password. You will be asked to provide a form of ID. It's as simple as that!



Travel Advice

If you are travelling abroad in the near future please call into the surgery for a Travel Questionnaire or alternatively you can download from our website at:

www.theolddispensary.co.uk

If you need any vaccinations the Surgery will contact you to book an appointment.

Please contact the Surgery **at least six weeks before your trip**

PRACTICE PATIENT SURVEY 2018/19

PLEASE SEE THE RESULTS OF OUR RECENT
PRACTICE PATIENT SURVEY.

NEARLY 500 SURVEYS WERE SENT OUT
AND WE WOULD LIKE TO THANK
EVERYONE WHO TOOK THE TIME TO COMPLETE IT.

DETAILS AVAILABLE ON
www.theolddispensary.co.uk

PRINTED COPY AVAILABLE IN RECEPTION AREA

POLITE NOTICE

Repeat Prescriptions: We require 2 full working days notice to generate a repeat prescription. We do not accept prescription requests over the telephone unless you are housebound. You can order your prescriptions online, by post or by bringing in the right hand side (the white bit) of the prescription clearly marked with your requirements. We have a repeat prescription box just inside the front door. You can also make arrangements with your local pharmacist so that they can order your prescription on your behalf. We also now offer an **electronic prescription service** to your preferred pharmacist. This doesn't require you to have a computer and will save you having to collect your signed prescription from the surgery. For further information about this service please ask at your chosen pharmacy



EPILEPSY ACTION



On the 26th March the Practice took part in "Purple Day" The International Day for Epilepsy Awareness. With the generosity of Patients and Staff we raised a **Purple-tastic** total of **£43.60**. Thank you for helping children live better with Epilepsy.

For more information visit: www.epilepsy.org.uk/purple

PRACTICE INFORMATION

The Practice Team

Dr Mark Deverell
Dr Melanie Graeme-Barber

We occasionally use Locum Doctors, you will be advised by reception staff of this when you book an appointment.

Useful Contact Numbers

The Old Dispensary	Phone	01202 880786
	Fax	01202 880736
Health Visitor		01202 848981
Victoria Hospital Wimborne		01202 856410
Poole Hospital		01202 665511
Royal Bournemouth Hospital		01202 303626
EMERGENCIES AND OUT OF HOURS		111

**WE ARE PROUD TO BE A DEMENTIA
FRIENDLY PRACTICE**

