

# Nettleham Medical Practice

And Cherry Willingham Branch Surgery July 2015 News

## Staff Update

We are delighted to announce that Ann Harland, an Advanced Nurse Practitioner will be joining the practice towards the end of August 2015 on a permanent basis.

The practice is aware that there has been some difficulty in booking an appointment with a GP or Nurse Practitioner recently but with Ann joining the practice team this should help tremendously.

## Repeat Prescriptions

Dispensary are experiencing a lot of patients at the moment who are coming to collect their repeat prescriptions without allowing the 48 hours for processing.

The 2 working day turnaround takes into account the full process of issuing prescriptions correctly, which often involves checking medication records or even e-mail contact with the relevant GP, and allowing enough time for the prescription (which will be one of several hundred) to be signed by the GP in between surgeries, home visits and the many other tasks of today's GP. For this process to work efficiently and safely, we require the full 2 working days.

## Named GP

The practice has recently allocated all patients a named GP (you may recall we did this for all patients aged 75 or over last year), so that patients know who has overall responsibility for their healthcare. We shall be informing patients of their named GP over the coming year when they contact or visit the practice but should you wish to find out sooner, please ask the receptionists next time you are in one of the surgeries.

Having a named GP does not affect who you can see at the practice at all, nor does it give priority to be able to book an appointment with your named GP.

## Monthly Early Closures for Training 2015

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In order to enable our doctors and staff to be kept up to date Nettleham surgery will be closed for training at 1pm on the following afternoons.

Emergency help is still available by calling 111

Tuesday 21<sup>st</sup> July 2015

Tuesday 18<sup>th</sup> August 2015

Tuesday 15<sup>th</sup> September 2015

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Contact Details - Nettleham 01522 751717  
Website - [www.nettlehammedical.co.uk](http://www.nettlehammedical.co.uk)

When the surgery is closed ring freephone 111  
Practice Manager - Helen Lunn