

# Nettleham Medical Practice

And Cherry Willingham Branch Surgery June 2015 News

## Missed Appointments

The practice is continuing to experience a high number of appointments which patients do not attend (called "DNAs" for short). During April 2015, **11¾ hours** of doctor time and **32 hours** of nursing time were lost due to DNAs.

If you are unable to attend an appointment that you have booked, please contact the practice and cancel so that it can be given to someone else.

## Electronic Transfer of Prescriptions (ETP)

The practice successfully went 'live' with Electronic Prescriptions on 13<sup>th</sup> May 2015 (for more information please go to the ETP website - <http://systems.hscic.gov.uk/eps>). How this will affect patients with repeat prescriptions depends on several criteria so below is a summary of what it actually means for you:

- Dispensing Patients - nothing will change for you at all and you will continue to request and obtain medications just as you do now.
- Non-Dispensing Patients - If you have nominated a pharmacy, your prescription will be sent to them and you will be able to collect your medication in the usual way two working days later.
- Non Dispensing Patients - If you have not nominated a pharmacy, you will need to collect your signed prescription from one of the dispensaries and then take to a pharmacy of your choice. You can nominate a pharmacy of your choice at any time (and change the pharmacy) by letting the dispenser at the practice know who will update your records at the practice.

If you are issued an acute prescription, this may be sent via ETP but you will need to allow at least 2 hours for the prescription to be available to download at the pharmacy.

## 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 16<sup>th</sup> June 2015

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

Tuesday 18<sup>th</sup> August 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