



# ESTOVER SURGERY

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Practice Manager: Samantha Richards

## PRACTICE QUESTIONNAIRE

Thank you to those of you who have recently completed a questionnaire with regards to the performance of the surgery.

However, based on the results it would seem not everybody is aware of our late evening clinic on a Wednesday for easier access to a Doctor.

It has been mentioned that it is felt the reception team aren't always able to answer your questions/queries. The receptionists aren't allowed to give out any medical advice but they will always direct you to the appropriate clinician. If it is a general enquiry they may need to investigate a little further which may result in you being contacted later in the day/week with a response. Please do let the Practice Manager know if you feel any member of the reception team is being unhelpful so this maybe addressed. If you feel you require more than 10 minutes when seeing Doctor please advise reception when booking the appointment so they can arrange a double consultation for you.

### REPEAT DISPENSING OF PRESCRIPTIONS

### COLD SEASON AGAIN!!!

For those patient's who are on regular medication and are stable on all their repeat medication and have been for some time Repeat Dispensing maybe an option. If the Doctor thinks that you are clinically appropriate then he/she can issue prescription/s at intervals of up to 12 months. If you feel this is for you please make an appointment to see the Doctor to discuss.

Just a reminder to you all cold season is once again upon us.

Wrap up warm, wear your hats, scarves and gloves.

If you are unfortunate enough to catch a cold please remember antibiotics do not work. Have plenty of rest where possible and drink plenty of water.

THANK—YOU

We would like to thank all the patients who generously gave us Christmas presents and cards, it was very much appreciated and we hope you had a nice Christmas & New Year.



## REPEAT PRESCRIPTIONS—WASTED MEDICATION

Do you know over 10% of prescribed medicines are wasted? This roughly equates to around £3 million per year in the Plymouth area. Please use your repeat prescription list carefully to order your medication and only tick what you require, if no items are ticked the reception team will try and contact you to clarify what is required. If you have any medication at home no longer required please take to the local pharmacist as we **CANNOT** accept them here at the surgery.



## MEDICATION REVIEWS

Please make sure you come for a medication review with the Doctor at least once every 12 months.

## PRE-PAYMENT CERTIFICATES

Do you have to pay prescription charges? Do you need more than 5 prescription items in 4 months or 14 in 12 months? You could save money by buying a Pre-Payment Certificate (PPC). If you would further information ask reception for a Pre0Payment Certificate Information Leaflet.

## YOUR DETAILS

Have you recently moved or changed your contact number? If so please remember to let us know so we can keep your records up to date.



## SUGGESTIONS & COMPLAINTS

We are always grateful for any suggestions on how to improve our services and we also have a complaint system should you not be happy about something.

There is a suggestion box by reception for you to place any ideas or you can write or arrange to see our Practice Manager, Sam Richards and discuss the suggestion with her who will be happy to listen/help.

If you are dissatisfied with a service again our Practice Manger is here to help, there is also a complaints leaflet available at reception.

