



ESTOVER SURGERY

Telephone: 01752 789030
Email: estover.surgery@nhs.net
Website: www.estoversurgery.co.uk

Winter 2014

Practice Manager: Samantha
Richards

Winter Pressures

A winter pressure scheme has been commissioned to help with the demands of the GP surgeries during this busy period. This has been split into the following 3 areas:

Winter Ailments Scheme: NHS-funded supply of a limited range of over the counter medicines for people exempt from prescription charges to support self-care. The aim of this service is to provide an alternative location from which patients can seek advice and treatment, rather than seeking treatment via a prescription from their GP or out of hours (OOH) provider, or via a walk-in centre or hospital emergency department.

Emergency Supply Service: Provision of emergency supplies of repeat prescriptions and medicines at NHS expense. This service is available to all registered patients in the Western Locality and visitors to the area. Local patients can access the service when their usual GP practice is closed and visitors can access this service at any time.

Patients who are exempt from prescription charges and do not normally pay for their prescriptions will not have to pay anything for this service

Patients who usually pay for prescriptions deemed eligible for this scheme will be asked to pay a prescription charge for each item supplied

Minor Ailments Scheme: Supply of a limited range of Prescription Only Medicines (POMs) to treat urinary tract infections, impetigo, nappy rash and bacterial conjunctivitis. Pharmacy staff will provide advice on the treatment of minor ailments to any person seeking such advice in the pharmacy for themselves or their children.

This service is available to all registered patients in the Western Locality and visitors to the area.

Patients who are exempt from prescription charges and do not normally pay for their prescriptions will not have to pay anything for this service

Patients who usually pay for prescriptions deemed eligible for this scheme will be asked to pay a prescription charge for each item supplied

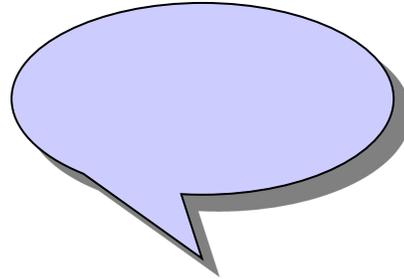


SUGGESTIONS & COMPLAINTS

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.

Any ideas or suggestions for improvement you have can be forwarded to our Practice Manager, Sam Richards who will be happy to discuss and listen/help.

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



CHLAMYDIA SCREENING

If you are aged between 15 and 24 years you are entitled to a free and confidential Chlamydia test.

Chlamydia is a sexually transmitted infection or STI for short and may not show any symptoms. 1 in 10 of under 25's have tested positive to Chlamydia.

The use of condoms can prevent STI's.

The test in question is available from the reception desk, you take the sample yourself and return it to surgery with the completed form.

It is recommended to have the test repeated on a yearly basis or on a change of partner.

WELCOME

I would like to welcome our new receptionist Chloe to the practice. Chloe has replaced Rachel, who unfortunately left the practice a month ago to start a new career path.