



DOWNLAND PRACTICE

Patient Info Sheet Issue No: 024 (May 2023)

Welcome to the Downland Practice patient info sheet, we have the following updates:

1. Covid-19 Spring Boosters
2. Change GP Requests
3. Pharmacy Services
4. Feedback NHS website
5. Mask wearing in the surgery
6. Feature Article – Medication Drop Off Points

Covid-19 Spring Boosters

The practice have been offering spring boosters to our over 75's and those patients who suffer from immunosuppressed conditions. These clinics have been very popular and the Downland Practice have invited all patients who are eligible to have their spring booster.

Change GP Requests

We are getting several change GP requests; this is where the patient's named GP is requested to be changed for another GP. Please be aware that if the GP you request already has a full list of patients, then you will be allocated to a GP who has capacity in their patient list. We do try and action GP change requests in a four-week period, this can at times be longer depending on other demands on the practice and GP holidays.

Pharmacy Services

Sometimes when patient rings up the surgery for an appointment, they may be asked to see the Pharmacist first, this all depends on what the condition is and if the patient is eligible for some of these pharmacy services. This is not new but has been suspended whilst we have had temporary pharmacist covering the Downland Pharmacy. Sherry will be offering BP checks, new medicine reviews and some on the day needs for patients.

Feedback NHS website

The last few months has seen the patient feedback via the NHS website increase. This link is being sent out randomly from the Downland Practice after patients have had an appointment here. All responses are answered to in a reasonable time frame. The views can be looked at by anyone and the last few months of responses has been shared and welcomed with the staff at the Downland Practice. Have a look at the below link.

<https://www.nhs.uk/services/gp-surgery/the-downland-practice/X36437/ratings-and-reviews>



Facemask Wearing in the Surgery

As of the 16 May 2023 Facemask wearing at the Downland Practice to prevent the risk of spreading Covid-19 is now not required. Patients will see clinicians as normal without the need to wear a facemask. If patients are suffering from illness or if they feel the need to still wear a face mask then this is fine. Face masks will still be available on request from the practice for patients should they still require one.

Feature Article – Medication Delivery

The Downland Practice do weekly drop offs of medications to some of the local villages. In order for this to occur someone from the village needs to sign up to be the receiver of the medication and hold this till this is collected by the patient. All medications are in sealed bags and only the name of the patient is available. No Controlled Medication or Fridge items can be sent using this system. Patients can sign up by contacting the Downland Pharmacy on downland.pharmacy@nhs.net and request this service, this will require filling out a form that you are happy for your medication to be delivered to your local drop off point. Drop off points and days are listed below.

Tuesday

Leckhampstead
East Illsley
West Illsley
Hildesley Court

Thursday

Hermitage
Yattendon
Hampstead Norries
Brightwalton

Website Links – Please click on the below links to the practice website for other news.

Prescription Demand

https://downlandpractice.nhs.uk/practice_news/prescription-demand/

Pharmacy Phone

https://downlandpractice.nhs.uk/practice_news/downland-pharmacy-phone-access/

Prescription Exemptions

https://downlandpractice.nhs.uk/practice_news/prescription-exemptions-and-pre-payments/

Over the Counter Medications

https://downlandpractice.nhs.uk/practice_news/over-the-counter-medications/