



DOWNLAND PRACTICE

Patient Info Sheet Issue No: 026 (November 2023)

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

1. NHS app
2. Flu and Covid Clinics 2023
3. Compton Dispensary
4. Medication deliveries
5. NHS feedback
6. Movement out of Practice Boundary Area
7. Downland Volunteer Group (DVG)

NHS app - The NHS currently spends a huge amount on text messages sent to patients so to help this, the NHS app messaging feature has been introduced. Patients with the NHS app downloaded and their notifications switched on will automatically receive text messages from the practice as app notifications instead. Downloading the NHS app and switching notifications on is optional. If you do not wish to switch this on, we will continue to contact you by phone, text, and letter as usual. For more information on downloading the app, switching notifications on or off, and more on how the app is used, visit <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/messaging-in-the-nhs-app/>.

Flu and Covid Clinics 2023 - The Downland Team delivered an excellent flu and covid service this year, we did have a slight hiccup during the first afternoon session, but this was soon resolved. Thank you to all patients who booked in with the surgery to have your flu and covid-19 vaccinations. Unclear on what the government will be offering in terms of covid-19 vaccinations next year, but the surgery has already ordered the flu vaccines for September 2024. We will reduce the numbers of under 65's flu vaccinations that we will offer next year as this group did not attend as well as the over 65 group.

Compton Dispensary – The Compton Dispensary has had its refit completed (Still a few snagging jobs to do), this will future proof this facility for years to come. Sorry for any inconvenience this may have caused our patients whilst this work was carried out.

Medication deliveries - The Downland Practice do weekly drop offs of medications to some of the local villages. For this to occur, someone from the village needs to sign up to be the receiver of the medication and hold this until 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 request to use this service by contacting the Downland Pharmacy on pharmacy.downland@nhs.net, 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 Ilsley (No Longer Available)
West Ilsley
Hildesley Court

Thursday

Hermitage (No longer Available)
Yattendon
Hampstead Norreys
Brightwalton

Our GPs are in the process of assessing the need of all patients currently receiving home deliveries. If you or someone you know is interested in setting up a drop off point in your village, please email our Pharmacy Team on pharmacy.downland@nhs.net. In **January/February 2024** the personal drop off medication to homes will be cut down considerably, Chaddleworth and East Ilsley patients will need to make arrangement to have a drop off point or collect their medication from Chieveley or Compton.

NHS feedback - The last few months has seen the patient feedback via the NHS website increase. A link to our reviews page and Friends and Family Survey is sent out to patients with mobile numbers after their appointments. We see all responses and aim to respond to each in a timely manner. All 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>

Movement out of Practice Boundary Area - We get many requests for patients to stay with the Downland Practice when they move out of the practice boundary area (link below). If you do move out of the practice boundary area, be aware that you can request to stay with the downland Practice, but this is very seldom granted. Please if you are moving out of the area do arrange to ensure you have enough medication to last whilst your new GP Practice process your application.

<https://www.downlandpractice.nhs.uk/practice-information/boundary-map/>

Downland Volunteer Group (DVG) - The DVG are very close to receiving their new Electric Minibus, this will be located at the Downland Practice Chieveley. The DVG are available for lifts in and around the local area. The DVG are also looking to recruit new drivers, so if you have some spare time, please do offer to help to this great cause. Please email dvgs.handybus@gmail.com or check out their webpage <https://www.downlandvolgroup.org/>

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

https://www.downlandpractice.nhs.uk/practice_news/shingles-vaccination-eligibility/

https://www.downlandpractice.nhs.uk/practice_news/understanding-your-vaccination-record/

<https://www.downlandpractice.nhs.uk/practice-information/enhanced-online-medical-records-access-for-patients/>