

June  
2023

# Laurbel Surgery Newsletter



## Welcome to the Laurbel Surgery Newsletter.

In our 6 monthly newsletter we will bring you surgery information, facts and figures, and much more!



### PRESCRIPTIONS ORDERING

We are asking all patients to sign up for online ordering, you can do this via NHS app or by popping into the surgery with some photo ID, to enable us to issue you with a password and log in details.

Alternatively you can email your request to the practice email at [hull.b81635@nhs.net](mailto:hull.b81635@nhs.net). Please include name address and items requesting.

You are still able to drop requests in at the surgery in the red prescriptions box.

If you are unable to request via the above methods, we will accept over the telephone between 2—5pm Monday to Friday .



### PHARMACY SUPPLY ISSUES

There are currently issues with the pharmacies not being able to fulfil prescriptions. The surgery has been receiving increasing amounts of requests for alternatives. We ask that you contact 3 different pharmacies to establish if this is a problem with there supplied or a national problem before requesting an alternative. It is always a good idea to continue on the same treatment if possible to reduce side effects.



## **Zero Tolerance**

Over the last couple of years we have seen an increase in abusive comments from patients and patient representatives towards the reception and clinical staff.

We have a NHS Zero tolerance Policy, abuse will not be tolerated by the surgery, under any circumstances.



**Zero Tolerance Policy**

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## **Protected Time For Learning**

The surgery will be closed from 12.30 for training on

Wednesday 21st June

Thursday 20th July

Wednesday 20th September

Tuesday 24th October

Wednesday 22nd November

