

Dear Patients

There have been a number of recent negative social media posts and while the practice does not normally respond directly to social media discussion threads, we would like to address some of the issues raised.

We understand that some of the comments are borne out of frustration at the difficulty in accessing dispensary/pharmacy services. We understand and apologise for the inconvenience this causes and that it creates frustration and concern for residents who face difficulties in accessing their medications and prescriptions.

We acknowledge this is an issue and we would like to explain the challenges we currently face and how we are trying to address them.

The practice has faced a number of challenges in terms of staffing shortages due to leave, sickness absence and recruitment difficulties in recent months, in addition to supply chain issues, which is impacting on our ability to provide dispensary /pharmacy services safely. In light of recent challenges, the practice has agreed with the Norfolk and Waveney Integrated Care Board, the organisation that commissions health services in our area, to close dispensary / pharmacy services for a number of days in order to fulfil existing demand safely.

We are actively communicating the days where the dispensary pharmacy must be closed on our Facebook page and Practice website to keep patients informed of the alternative options open for prescription collection and emergency medication ordering.

We will be open on Wednesday, Thursday, and Friday (21 – 23 December 2022) Patients who have submitted a prescription prior to 14 December 2022 and are unable to wait until this time will be able to access paper scripts for their prescriptions and can take the script to be fulfilled at one of the alternative locations during our planned closures.

To access a paper script please call the surgery reception on 01362 850227

- Tesco Pharmacy in Dereham - Kingston Road, Dereham NR19 1WB ·
- Lloyds Toftwood - 2 Chapel Lane, Toftwood, Dereham / 01362 699919
- Lloyds at Orchard - Orchard Surgery, Commercial Road, Dereham NR19 1AE / 01362 692080
- Boots Dereham - 35 Market Place, Dereham NR19 2AP / 01362 692793
- Lloyds in Sainsburys Longwater - William Frost Way, New Costessey, Norwich, NR5 0JS / 01603 746759
- Boots in Longwater - Unit D Longwater Retail Park, Norwich / 01603 740359
- Roundwell Pharmacy - 27 Dr Torrens Way Old Costessey, Norfolk NR5 0GB / 01603 732950

If you require emergency medication, please contact www.111.nhs.uk or call 111 to find an alternative pharmacy.

Our reception staff are extremely busy at present working through requests for patient appointments, so we respectfully request that patients contact one of the other alternative pharmacies at this time.

We are working with our local partners to help serve the patient demand as best we can. Please do not post comments on social media in an unacceptable manner like that we have witnessed recently. Many of our staff have read these comments and found them deeply

upsetting. Our staff come to work to provide care for others, and it is important for all members of the public and our staff to be treated with respect. It is really important that all patients are kind to all practice staff as they help to provide health and care services for people across the community.

Thank you,