

Dispensary update:

Firstly a **HUGE** thank you to everyone for your patience with the Kingstone dispensary team who are working flat out to get the prescriptions out on time. Apologies to those who may have had to wait a bit longer than usual. We have had to temporarily increase the repeat prescription turnaround time to 5 working days as the team catch up after the three bank holiday Mondays. The team have been coming in and working overtime evenings and weekends to get through the backlog, and we will reduce the turnaround time back down to our usual 3 working days as soon as we can.

To further help reduce interruptions to their workflow we will be keeping the dispensary phone lines open until 4pm rather than the usual 6pm. Our medical secretary is also not in after 4pm.

Online Access

Good news! More people than ever have registered for online access to be able to request prescriptions online. If you would like to join them, come in with some photo i.d. and the admin team at reception will be able to set you up.

Interested in medical research?

Many of you are aware of the huge impact the UK had on COVID research and there are now easier ways to get involved in medical research. People **without** a diagnosis can also volunteer, as they are often needed in studies too. If you are interested in being involved in research, see here:

<https://bepartofresearch.nihr.ac.uk/>

Talking about research... did you know?:

I have been thinking a lot about civility and incivility recently. We have a wonderful kind and caring team, and this is a lucky thing to have when workplaces can be unpredictable and stressful. There is increasing scientific evidence on the effect of incivility on team working- how it affects bandwidth and performance. Sometimes it even leads to sickness.

<https://www.civilitysaveslives.com/>

This TED talk by a Midlands A and E consultant makes for thought provoking watching- I thoroughly recommend it.

Watch, spread, and keep up the civility!