

Newsletter  
2024



# Newland news

## Announcements

Dr Helen Yeadon will be leaving the practice in April following her 4 months training with us. We wish Helen the best of luck for the future.

Dr Penny Grudgings joins the practice as our new foundation doctor in April for four months. We wish her all the best whilst she is training in the practice.

Mid February we had Lyndsey Feeney start with us. Lyndsay is one of our practice Mental Health Nurses (MHN). We now have a MHN on Monday, Tuesday and Friday.

## Understanding the repeat prescription process



**When ordering your repeat prescription you may ask why the practice asks you to do this roughly a week or so in advance.**

The practice can issue up to **9851** repeat items each month, this doesn't include any acute items! This is why we ask for 2 working days to allow us time to process your prescription.

After we have processed the repeat prescription, we pass the prescription along to your preferred Pharmacy for dispensing. If you don't have a preferred Pharmacy saved we add this to our collection box at reception.

Once the prescription is passed to the Pharmacy, they also need time to dispense the items on it.

Most of your local Pharmacies ask you give them 2 working days before you collect the prescription. This can vary with each Pharmacy so please check with the Pharmacist.

Its important to take upcoming bank holidays into consideration as this may cause delays in the ordering process.

**Important  
DATE!**

# Public Holidays

The practice will be closed on the following days  
Easter – Friday 29th March and Monday 1st April 2024  
May Day – Monday 6th May 2024

Please phone NHS 24 on 111 in an emergency.  
Please note that repeat prescriptions will not be issued from NHS 24  
and patients are urged to order their prescriptions from the practice before the public holidays.

**From January 2024 the practice changed the way we  
contact you regarding routine appointments**

**Important**

From January 2024, instead of a letter, our Secretarial staff will telephone you. The Secretaries will be able to book you a routine appointment with a clinician at the time of the call. If you miss the call, a text will be sent asking you to contact the practice. Please remember, this is for a routine appointment and appointment cannot be booked for the same day.



Whilst on the phone to the secretaries please refrain from asking queries as this will help the secretaries get through the calls in a timely and efficient manner. Medical queries can be addressed during your appointment with a clinician. Any other queries can be answered by our reception staff.