

Patient Participation Group (PPG) Newsletter

PPG News

As per our constitution, PPG meetings are held at least two times per year and chaired by a patient representative appointed annually by the group. At our last PPG meeting John Dyson, our current chair, felt it was time to stand down but kindly offered to assume the position of vice-chair which was vacant. Sue Swann put herself forward to fill the role of chair and both appointments were ratified by those present at the meeting. John has been an active member of the PPG since 2016 and we thank him not only for stepping in to fulfil both positions but also for his extremely valuable contributions towards the functioning of the PPG.

Practice News

- The surgery always has an **on-call doctor** available Monday to Friday on 0116 259 6206.
- Feedback on the new **call-back feature** associated with the booking of an **on the day appointment** has been positive. There is no advantage in using a landline in preference to a mobile phone or vice versa. You will be offered the choice of either remaining on the line or requesting a call-back whilst still retaining your position in the queue; a call-back will then require you to press 1.
- The practice continues to welcome fully qualified doctors who are training to become GPs. The **GP Registrars** who are currently with the practice are **Dr Kainth** (until end of March) and **Dr Rajoo** (until end of April).
- Other **staff changes** have been seen in the **Nursing, Dispensary and Reception** teams. We wish a very happy retirement to both Practice Nurse **Trish** who retired after 15 years with the surgery, and to Receptionist **Cat. Donna** left the dispensary for a change of career. A **warm welcome** is extended to Lead Practice Nurse **Lindsey** and Practice Nurse **Sylvia**, Dispensers **Cheryl** and **Joanne**, and Trainee Dispenser **Leanna** and Reception Team Lead **Tara**.
- The following **Additional Health Services** are available at Billesdon Surgery:
 - Physiotherapy
 - Clinical Pharmacist
 - Social Prescribing Link Worker
 - Mental Health Practitioner

Appointments can be made by calling the surgery on 0116 259 6206 or by speaking directly to a member of staff at the surgery itself.

Further details of these services will follow in the next PPG Newsletter, but in the meantime can also be found on the practice website at <https://practice365.co.uk/c82022/2024/07/25/additional-health-services/>

The Dispensary

Medicines can be dispensed at Billesdon to all patients who live more than one mile/1.6km from the nearest pharmacy.

Dispensary opening times are between 8.30am and 6.30pm Monday to Friday. Phone number 0116 216 7260.

Repeat Prescriptions

Please request your repeat prescriptions via the NHS App, SystmOnline or other online service provider.

Alternatively, the best way to order your prescriptions is to send an **email** to BillesdonSurgery.Dispensary@nhs.net; this mailbox is monitored throughout the day. If your query is urgent, mark your email as **URGENT** in the subject header. Please do not send non-medication orders to the above email address and note that requests sent to other surgery email addresses may delay your order.

Patients who are housebound can also request prescriptions by calling 0116 216 7260 between 11am and 1pm Monday to Friday. This line can be very busy at times so please keep trying or use the other ordering methods above.

Your prescription will be issued provided that the doctor is willing to prescribe the item requested without seeing you. The time taken to prepare your prescription allows the doctor adequate time to check your request and review your medication where appropriate. This system ensures a high standard of care.

It is recommended that orders are made **10 days** before you are due to run out.

Orders placed on a weekend, bank holiday or in the evening are not processed until the **next working day**.

If you require further supplies of medicines which may have been prescribed in the past, please allow **extra time** for this to be processed.

Allow **5 full working days** before collecting your prescription. For example, if ordered on a Monday it will be ready the following week on the Tuesday. Please avoid asking for a prescription before the 5 days are up as this causes delays in processing other patients' prescriptions.

A text message will be sent to your mobile phone when your prescription is ready, but please be aware that if your mobile phone is not on record or you have dissented from receiving text messages the dispensary will be unable to send you a reminder.

Prescriptions requested to be **sent to a pharmacy** (EPS – Electronic Prescription Service) take **2 working days** to be processed and forwarded to the pharmacy.

If you need an urgent re-supply of repeat medications when the surgery is closed, please telephone 111.