



Three  
Chequers  
Medical  
Practice

# NEWSLETTER—AUTUMN 2018

## INTRODUCTION & THANKS

Welcome to our autumn addition of the practice Newsletter in which we hope to keep you updated with changes and new schemes in the practice.

### Christmas and New Year Opening Times

The practice will be open at the following times over the Christmas and New Year period:

Monday 24th December— Open 0800 to 1830

Tuesday 25th December—Closed

Wednesday 26th December—Closed

Thursday 27th December— Open 0800 to 1830

Friday 28th December—Open 0800 to 1830

Saturday 29th December—Open for pre-booked appointments only

Sunday 30th December—Closed

Monday 31st December—Open 0800 to 1830

Tuesday 1st January—Closed

Wednesday 2nd January—Open 0800 to 1830

Please ensure that you submit prescription requests in good time as pre-Christmas is a very busy time of year for the dispensing staff.

### Changes to Rules for Medication Handling

- From 9<sup>th</sup> February 2019, Dispensaries and Pharmacies legally will only be licenced to hold dispensed medication for a MAXIMUM of 10 days (including weekends). If not collected by this point, the medication has to be destroyed, which as you will appreciate, could have huge waste and cost implications for the surgery and the NHS, as well as inconvenience for yourself. We will therefore be kindly asking you to ensure that you collect your medication within TEN days of your original request.

Thank you for your co-operation,

Lauren Bramley  
Dispensary Manager

### Patients Failing to Attend for Appointments

You may have read an article by Annie Riddle in the Salisbury Journal about patients failing to attend for booked appointments at her surgery, Salisbury Medical Practice. Unfortunately the situation at Three Chequers is very similar. In October 2018, 153 patients failed to turn up for appointments they had booked. Some of those appointments had even been booked as urgent on the same day. Not only did this waste 25 hours of doctors' time but it meant that 153 other patients could have been seen earlier for their problems. As you know the NHS and therefore the surgery is struggling to meet the high demand from patients for appointments and failing to turn up for appointments only puts further pressure on time and money. If you are unable to attend for an appointment please ring in to cancel. All mobile phone users are sent an appointment reminder 24 hours in advance, if you know you are unable to attend at that point please text 'CANCEL'. This will automatically cancel your appointment and make it free to be rebooked. Please help us to provide the best possible service.

