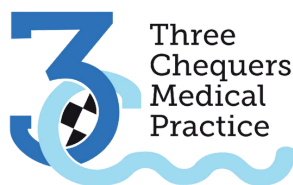


Spring  
2024



# THE PRACTICE INSIDER

## Practice Closures

All of our surgeries will be closing for one lunchtime per month.

These closures will be starting in April and will be **full practice** closures, with locked doors and telephone lines switched off.

Whilst we appreciate that this may cause anxiety for some of our patients, we firmly believe that, long-term, these closures will be of benefit to all of our patients, and our staff.

Don't worry - we won't be leaving you "high and dry" - if you have an urgent issue, you can still call 111 or 999; anything non-urgent can be called through to the practice when we re-open.

The purpose of these closures is to have protected time where we can conduct team meetings and whole team training in a structured fashion.

The first closure for these meetings will be on Tuesday 23rd April 2024 between 1 and 2pm.

We will text patients closer to the time to remind you of this closure.



# Practice Medication Dispensing

## What is a dispensary?

A dispensary is a facility in which a patient's repeat prescriptions are prepared, packaged and made ready for the patient to collect, in that respect, it is much like a traditional pharmacy. However, dispensaries, unlike pharmacies, are limited to being in more rural locations.

We don't sell over-the-counter medication; our sole focus is to ensure that your prescriptions are accurate and on time, every time.

Our dispensary comprises a team of 6 qualified Dispensers and 2 Prescription Clerks who work together to ensure that you get the right dose, of the right medication at the right time.

## Who can be a dispensing patient?

There are a few criteria that you have to meet to become a dispensing patient of the practice; the fact that you're already a patient of ours is the first step!

You also have to live in certain areas which have been defined (not by us!) as eligible for dispensing. Check the map (& list) to the right of this paragraph to see if you're eligible!

Lastly; you need to let us know that you would like to be a Dispensing patient! If you're not already signed up, or you're not sure; get in touch. Give us a try! We don't charge extra for this service and many of our patients already make full use of this facility for their convenience.

## Why be a dispensing patient?

Aside from the obvious reasons you might choose to become a dispensing patient (convenience mostly!); becoming a dispensing patient also provides additional revenue for the Practice, which contributes significantly to the upkeep of the village surgeries, something that normal practice funding simply does not stretch to - so being a dispensing patient helps us to ensure the future of *your* village surgeries.

# Dispensing Map



## Dispensing Areas:

Alderbury

Bodenham

Coombe Bissett

Farley

Figsbury

Firsdon

Gomeldon (East & West)

Grimstead (East & West)

Homington

Hurdcott

Netton

Nunton

Pitton

Odstock village

Porton

Salterton

Whaddon

Winterbourne Dauntsey

Winterbourne Earls

Winterbourne Gunner

Winterslow

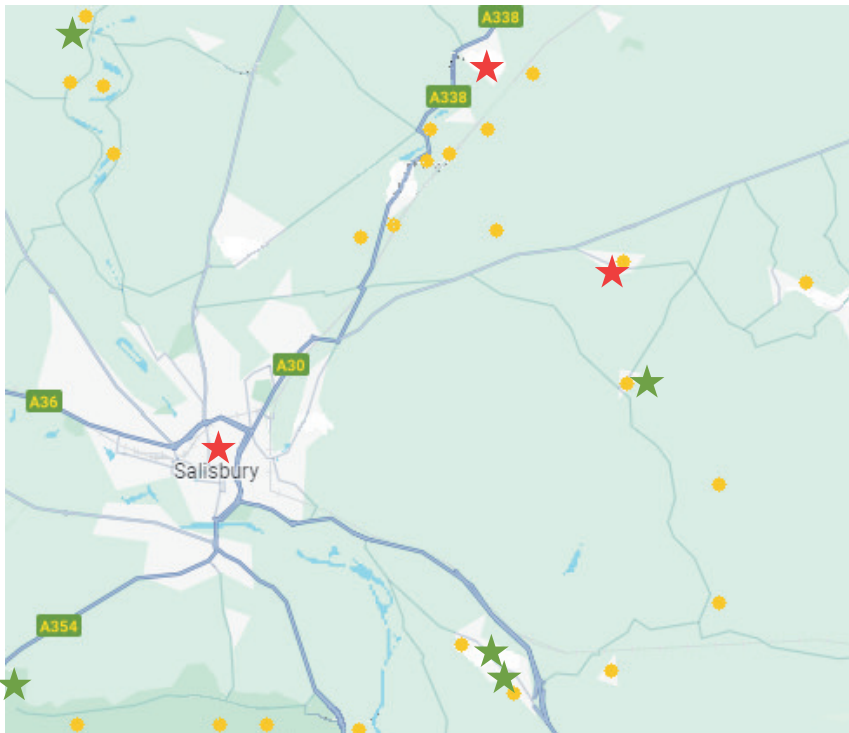
Woodford Valley



Surgery Collection Points: Winterslow Surgery; Porton Surgery; Endless Street Surgery



Other Collection Points: Coombe Bissett village store; Pitton Village Store; Alderbury Post Office; Whaddon General Stores; The Bridge Inn, Woodford





# YOU TALK WE LISTEN



There has been increasing feedback recently about accessing appointments and the struggles that you have been facing when trying to get an appointment. This is a national issue for primary care and is a major priority to address.

Some of you may have noticed the addition of an option on the telephones asking whether you are calling for a triage appointment, or another reason. This is the first stage of us understanding the scale of the issue and is the start of a process for a holistic review into how we assess and treat patients when you request an appointment.

As we know you understand, it is essential that any decision the practice takes around patient access needs to be carefully weighed up, it is important that you know from the outset, that this will not be a quick process. Ensuring that any changes to the system balance patient needs, clinical safety and staff welfare is paramount and, before changes can be made, we need to be satisfied that improvements to one area of our service are not directly at the detriment of another area, or areas.

We also recognise that patients should also have a voice about how the surgery proceeds and we are keen to make sure that this happens; as we progress, we will ask for more feedback from you and will notify you via our Facebook page, website, this newsletter and SMS - so watch this space!