

New recall system for Chronic disease monitoring

We refer to our communications over the last couple of months regarding our system changes for reviews – please note that patients are being called in during their birthday month, meaning that appointments may be different to patient's previous recall times. We would like to thank you for your patience over the next few weeks whilst we implement the changes.

Staff updates

We have now recruited 2 new receptionists, Jackie and Clare, who started during May to replace staff retiring. Please be patient with our reception team whilst the new staff members are learning the ropes under the supervision of the more experienced reception staff.

Dispensary

Please note that our dispensary department is open from 9am – 1 30pm and 2pm – 5 30 pm each weekday. Our dispensary produces prescriptions for all of our patients but has strict rules to follow and can only provide medication for patients living in certain areas (having different NHS criteria to local pharmacies). Please give the practice a minimum of four working days' notice prior to collecting your repeat drugs due to ongoing supply issues with various medications. Please note that if your request is not on your current repeat medication list it may take longer.

To order your next repeat prescription please use the NHS app, Systmone online services, post or by hand in to the surgery. Alternatively, patients can use our website (www.chippingcampdensurgery.co.uk). For patients who are housebound or unable to order via any of the previously mentioned methods, our dispensers take telephone requests between 11am – 12pm and 2pm – 3pm. Please help our dispensary staff by only telephoning requests through if you have no other way of ordering your medication. Many thanks. Dispensary Staff

Second hand book donations

Many thanks to patients donating for second hand books – we have recently handed over £70 to the Surgery Friends charity.

Patient Participation Group Annual meeting

We attended the annual meeting on 28th April at 6 30pm. Many thanks to patients in attendance for a very constructive meeting. Minutes will be available on the practice website in due course.