

MAY AND JUNE 2017 NEWSLETTER

Over The Counter Medication

We have been told that from April 1st, 2017 St.Helens CCG will no longer be funding medication that can be purchased over the counter. This will affect items such as hay fever treatment, laxatives, anti-diarrhoeals, antacids, treatment for worms, scabies, head lice and simple analgesics such as paracetamol, co-codamol 8/500 and ibuprofen, etc.

Patients requiring regular analgesia for a medically diagnosed condition and those on hay fever medication that is not available over the counter will not be affected.

GPs have had little say in this and were only notified at the end of March – please don't shoot the messenger. If you are able and willing to purchase such items privately please do so as 'every little helps'. If not, please request in the usual manner.

Third Party Ordering

Both Rainford practices are part of the second phase of practices where third party ordering of prescriptions will not be allowed after 20th June. Letters will be sent to all patients on repeat medication on the 17th May. This is an attempt to reduce waste as some patients report they receive items not ordered. This does not affect blister pack patients. Prescriptions can be ordered on-line, in person at the front desk, by submitting the back page with needed items ticked, by fax or by telephone (if you are housebound). If you have any concerns about a patient being able to order their own prescriptions, please make your concerns known to the front desk as exceptions can be made if deemed appropriate. Relatives ordering for patients will also be able to continue to order – just not directly through the pharmacy.

On-Line Registration

Fed-up with phoning every day to try to get an appointment? Fed up with hearing the engaged tone? Take two bottles into the shower...? (No, kidding with the last one). If you have access to a computer and a personal email address and you are over 16 with proof of identity and address, why not register for on-line services? You are then able to book and cancel appointments or request your prescription 24/7 (should you wish to do so). If interested and not already signed up, please present yourself at the front desk with two means of ID plus proof of address. If you have been known to the practice for years and do not have two means of ID it is very likely that those of us who have also been here for years can vouch for you.

Cyber Attack

We lost computer access on Friday 12th May as part of the global cyber attack. This proved quite challenging for staff and patients and thank you to all those affected for your understanding and patience. Our IT provider, EMIS web, assures us that no patient data was accessed and computer access was happily restored within 24 hours. Our telephone lines were not disrupted so we were more fortunate than most. Huge thanks to the Health Informatics Service for their prompt action and rapid return to full function. Their hard work meant we were far less affected than in other areas.

Retirements

This month we bid farewell to two long-standing members of staff – Lorraine and Edith. They have both worked here for more years than any of us care to remember and we are very grateful for all their input into the practice.

We wish them both a long, healthy, happy and fulfilled retirement.