

# **THE BLACKDOWN PRACTICE NEWSLETTER**

## **AUGUST 2007**

### **SUMMER SHORTAGES**

Many of you will have been aware that two doctors have been absent from the practice over the summer months.

Dr Mark Couldrick has been away on sabbatical, walking around some of the more remote parts of South America with his family. He is now back and we would like to thank Dr Emma Green for looking after Dr Couldrick's patients so well while he was away.

Dr Donald McLintock has unfortunately been unwell. However, we are pleased to say he is hoping to come back and start to see patients during September. You may see him around the practice during August as he is helping our new practice manager settle in to her new role.

We apologise to those who have not been able to see their preferred doctor during this time.



### **ELECTRONIC PRESCRIPTION REQUEST SERVICE**

You can now request your repeat prescriptions via our practice website.

When logging on to the website [www.theblackdownpractice.co.uk](http://www.theblackdownpractice.co.uk) you will see 'online prescriptions' as a menu option on the left hand side of the page. By selecting this option, a security alert message will be displayed to highlight that you are about to view pages over a secure connection. If you click OK, you will then be able to view a page asking you to fill in your name, date of birth, address, contact telephone number and usual doctor. You can then type in the name of the repeat medication required, its strength and quantity and you can highlight which dispensary you wish to collect your medicines from.

Repeat prescription requests received via the website will be checked at 12 noon each day and anything received after this time will be carried over into the next working day.

Medications will be ready to collect 2 working days after receipt of the request, providing there has been no delay on the world-wide web!

As with all secure websites, there may still be a risk that access could be obtained by unauthorised parties. However, we have taken steps to ensure that these requests are as secure as possible and we hope that you find this new service helpful.

## DISPENSARY MEDICINE REVIEWS

The practice has introduced a service to give patients more information about the medicines they are prescribed. This is to make sure that medicines are being taken as intended and ordered correctly and that no side effects are being experienced.

The service will include a twenty minute face to face discussion with a fully trained dispenser, and will be available at Hemyock, Churchinford and Dunkeswell surgeries.

The dispenser can also, if required, review the quantities on your prescription so your medicines all run out at the same time, enabling you to order just once each month. To do this it would therefore be extremely helpful if you could bring all your medication with you when you attend, as well as any medication that is out of date or that you no longer take. We can then dispose of this safely for you.

Please make an appointment if you would like to take advantage of this service.

## THANK YOU

To Barbara Hole for her kind donation of Marigolds for the garden. The majority defied the slug attack and have added a wonderful splash of colour to the borders at the Hemyock site.

## FUMES!

We would be very grateful that the area in front of the dispensary at Hemyock Surgery is kept clear whenever possible. If for any reason, you do need to use the emergency vehicle space momentarily either to drop someone off or collect someone from the surgery; please can you turn off your engine as the exhaust fumes go straight through into the dispensary. Many thanks.



## NEWS FROM GREECE

I am sure many of you will be pleased to learn Wendy and her husband are settling into their new life abroad. Apart from having a goat eat the majority of their newly planted vegetable patch, the main thing to contend with has been too much sun!

If you have any comments you would like to make about the services we offer, good or bad, please do not hesitate to contact Karen Button, Practice Manager.