



# KNEBORTH AND MARYMEAD MEDICAL PRACTICE

## *PATIENT PARTICIPATION GROUP NEWSLETTER*

*December 2019*

### **PRESCRIPTION ADVICE FOR THE CHRISTMAS AND NEW YEAR PERIOD**

If you would normally need to order or renew your prescription during the week commencing 23rd December, please do this earlier, ideally during the week commencing 16th December.

If you routinely collect your medications from a nominated pharmacy, please check that they will be able to order and dispense your prescription well in advance of the Christmas and New Year holiday period.

### **“What Seems to be the Problem”?**

When you need to make an appointment, by telephone or face to face, the receptionist will ask you why you need to be seen and whether it is medically urgent. It's not a case of them being nosy – the receptionists are members of the Practice team and they are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care
- from the most appropriate health professional
- at the most appropriate time

This is especially important when booking emergency appointments.

Any information that you give to reception staff is treated as strictly confidential and the Practice would take any breach of confidentiality very seriously and deal with it accordingly.

If necessary, you can ask to speak to a receptionist in private away from the reception area.

**Please help the receptionists to help you!**

### **Pharmacists Meeting**

The next meeting of local pharmacists with Lisa Underwood, our Clinical Pharmacist, and other members of the Practice will be on Wednesday, 15th January. If you have any questions relating to the handling of prescriptions or other pharmacy issues, please forward them to Graham Fothergill (email address below), who will be attending the meeting.

## **eConsult**

The Practice will shortly be implementing a new service called eConsult. This allows you, the patient, to consult with your own doctor online by completing a quick form that is then sent and reviewed by the Practice. The process can also direct you to suitable self-help, pharmacy advice and local self-referral services.

This has been tried out by several Practices in the local area and has proved very helpful in allowing patients to get advice and help from their doctor without the need for a face-to-face appointment.

This new service will be available to Knebworth and Marymead patients from Friday, 20th December, and can then be accessed from our website <https://www.knebworthandmarymeaddr.co.uk/>

## **FORTHCOMING PPG MEETINGS**

The next PPG Meeting will be on Tuesday, 17th December, from 7.00 pm at Marymead Surgery, with some festive refreshments. All patients are welcome to come along, you don't have to be a signed-up member of the PPG. The Meetings usually last for about an hour.

Our January Meeting will be on Tuesday, the 21st, commencing at 7.00 pm as usual. The venue for this meeting will be notified in due course.

## **PPG CONTACTS**

*Mandy Preedy, 01438 811512, mandypreedy@hotmail.com*  
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***Produced by The Knebworth and Marymead Patient Participation Group***

