**Brookside Surgery**

**www.brooksidesurgery.co.uk**

**Dispensary Update**

We are aware that some patients are experiencing lengthy queueing times and that not all items are ready when expected and patients are therefore making repeated trips to collect all medication. We are very sorry for this situation and are making strenuous efforts to improve the service offered. Unfortunately, the series of bank holidays in a short period of time had a massive impact on staffing levels. This together with difficulties with obtaining supplies of many drugs has resulted in backlogs of dispensing which the staff have put in extra hours to clear. We are still relying on locum staff at present and continue to advertise for more permanent qualified staff which will help greatly.

We appreciate the understanding and patience of many of our patients and also acknowledge that is a very frustrating situation for many. If we could ask that patients help us by:-

* Ordering repeat medication at least FIVE WORKING DAYS before you need to collect it.
* Register for the NHS app and order medication through this.
* Please do not phone reception, if you need to speak to dispensary staff then leave a message on the answerphone with a contact number. These messages are listened to throughout the day and someone will call you back.
* If you are collecting for someone else then please know when the item(s) were ordered or if it is something outstanding. If they are aged 18-59 then please ask the patient if they pay for their prescriptions or their exemption reason.
* If you are collecting a paper prescription, this can be collected from reception.
* If you are collecting medication following a consultation with a nurse or GP then please be prepared to wait while we dispense this.

Many thanks again and please be assured that we are working hard to resolve the current issues.

**Social Media**

Have you followed us on Facebook or Instagram? This is a brilliant way to keep up to date with surgery news and also to hear about local events and groups. We will be using social media more over the coming months to promote NHS health and information campaigns. Please have a look and share anything you find helpful.

**NHS App**

The NHS App allows you to order prescriptions and book some appointments online. You can sign up remotely with no need to bring your ID to the surgery. Over the coming months there is a plan for more detailed information from your medical records to be available. We would encourage all patients to sign up to the NHS App. If you already have a Patient Access account then you can also sign up to the NHS App really easily.

**Staffing**

We currently have a vacancy for a Dispensing Assistant for 32 hours per week. Candidates must be qualified to at least NVQ level 2 in Dispensing. For an application form and more information please contact the Practice manager, Madeleine Clark.

**Training**

The Practice will be closed on Wednesday 28th June between 1.00 – 5.00 pm for training. These dates are set on a Warwickshire wide basis and training events are planned as part of this for GPs and nurses to attend.