

OVER THE COUNTER MEDICATIONS

Many medicines can be purchased privately at community pharmacies and in the case of general sales list items, from other retail outlets such as supermarkets. For some of these medicines the purchase cost is below the current NHS prescription charge (£7.20 per item). Patients liable to pay prescription charges may wish to ask the pharmacist if the item (or directly similar) can be purchased privately at a lower cost. Examples of such items are listed below:

Aciclovir 5% cold cream
Aqueous cream
Beclomethasone nasal spray
Cetirizine, loratadine & chlorpheniramine antihistamine tablets
Clotrimazole cream or pessaries
Domperidone tablets
Ferrous fumarate 210mg
Fluconazole capsule
Gaviscon Liquid
Glucosamine
Hydrocortisone cream 1% (but not for the face)
Hypromellose 0.3% and Viscotears eye drops
Ibuprofen gels etc
Lactulose liquid
Loperamide 2mg capsules
Ketoconazole shampoo & Polytar liquid
Salatac gel and Salactol paint for verruucas
Senna tablets
Volumatic spacer device

PRESCRIPTION CHARGES

The current prescription charge is £7.20 per item. Patients are exempt from charges if:

- They are younger than 16 years or older than 60 years
- Are 16, 17 or 18 years old and in full-time education
- Are pregnant or had a baby in the last 12 m and have a maternity exemption certificate
- Are eligible because of low income
- Have a specified medical condition such as diabetes or epilepsy or have a continuous physical disability which prevents them from going out without help and have a valid medical exemption certificate (MedEx)
- Are being treated for cancer & have a MedEx
- Have a valid War Pension exemption certificate

If you are not entitled to free prescriptions and you have to pay for four or more prescriptions in three months, or 15 or more items in 12 months, you may find it cheaper to buy a Prescription Prepayment Certificate (PPC). The current cost of a 3m PPC is £28.25 and for a 12m PPC is £104.00. There is an option to pay for the 12m PPC by 10 monthly direct debits.

For more information about Prescription Charges, application forms for Exemption Certificates or Prepayment Certificates ask your local community pharmacist or look online at: <http://www.nhs.uk/nhsengland/Healthcosts/pages/Prescriptioncosts.aspx>

St Luke's Surgery



Newsletter



January 2011

Contacting the surgery

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Have you looked at our website?

www.stlukesdoctors.co.uk

Out of Hours Services

To speak to or see a doctor at night or at weekends please telephone **0845 0568060**

The service is open 6pm-8am on weekdays and 24 hour cover on weekends and Bank Holidays.

Surgery Opening Times

Monday	7:00am-8:00pm*
Tuesday	8:00am-6:00pm
Wednesday	8:00am-6:00pm
Thursday	8:00am-6:00pm
Friday	8:00am-6:00pm

*Extended hours for people who work

Staff News

We are very pleased to welcome **Susan Chapman** as the newest member of the reception team. Our first **"Employee of the Quarter"** award has been given to **Emma Baker**, our practice administrator – for her commitment, hard work, cheerfulness and general helpfulness, which were particularly appreciated while Leanne was on maternity leave.

Memorial Tree for Practice Nurse, Julia Merrell

Thank you to all staff and patients who made contributions in memory of our much loved Practice Nurse, Julia Merrell. The red maple has now been planted on West Park Stray – the Council had to wait for a thaw in order to plant it. The dedication service for Julia will take place on **Saturday 5th February at 10.30am**. If any patients would like to join us on the Stray for the service they would be very welcome. Please contact Practice Manager, Leanne, for details.

Complaints procedure

We always welcome feedback from our patients. If you have any feedback (positive or negative) with regards to the Practice or the staff then please contact Leanne Ashton (Practice Manager) in the first instance.

If you wish to make a complaint please do so in writing to Leanne including as much detail as possible.

All issues are discussed with the Partners and we endeavour to respond as soon as possible.

Appointment Update

The new appointment system is now up and running.

For non-urgent problems we aim to be able to offer a range of **book-ahead appointments** up to 2 weeks in advance. The early morning and late evening appointments on Mondays are reserved for workers and schoolchildren.

We also offer **telephone appointments** with the doctors for problems such as medication queries which can be sorted out over the telephone. Practice Nurse, Charlotte Lee, also has telephone appointments on Wednesday and Friday mornings.

Anyone who rings the surgery in the morning with an urgent problem will be seen that day in an **Emergency Rapid Access Clinic** run by the duty doctor. These slots are 5 minutes long for single problems only please.

We also offer a **Minor Injuries Service** for minor burns and scalds, sprains and foreign bodies in the eye. However if X-Rays or suturing is required we would have to refer you to the A & E department.

RESULTS OF INVESTIGATIONS

Anyone who has blood or urine tests or is referred to the hospital for an XRay can ring the surgery after 2pm to find out the results. We do not routinely ring patients to let them know. Please wait 3 days for routine blood and urine tests before phoning. XRays can take up to a week before we receive the result. In the event of any result showing a need for antibiotics, an alteration in treatment or further investigations the surgery would always contact you.

Please ensure that you keep your contact details up to date. It is very difficult for us if your address or telephone number is incorrect. It is

always helpful if you can authorise us to leave a message on your answer phone. We are also keen to have patients' mobile numbers on our records. We have started to send text messages as reminders the day before your appointment.

Flu Update

There have been plenty of news reports recently about serious illness including deaths from seasonal flu. There are still patients in the "at risk" categories who have not yet come along for their flu jabs. We urge everyone eligible for a flu jab to contact the surgery. We still have a few seasonal flu vaccines available and some Pandemrix, the swine flu vaccine, from last year. Don't forget- carers are eligible for flu jabs.

CHILDHOOD IMMUNISATIONS UPDATE

The childhood immunisation programme for 12 and 13 month babies has been revised. Previously, babies attended at 12 months for combined Haemophilus (Hib) and Meningitis C (MenC) then one month later at 13 months for the 1st Measles/Mumps/Rubella (MMR) & Pneumococcal immunisations. This has now been replaced by a single visit between 12 and 13 months of age where babies will be given all 3 vaccines together.

School leaver booster jabs of Diphtheria /Tetanus need to be given 10 years after their pre-school booster jab i.e at 14-16 years of age.

If anyone is unsure of their child's immunisation status please contact the surgery and arrange a telephone triage appointment with the Practice Nurse to check the immunisation records.

**All the doctors, nurses and staff at St Luke's would like to thank our patients for their Christmas cards and gifts.
HAPPY NEW YEAR TO ALL OUR PATIENTS.**