

## NEWSLETTER - DECEMBER 2009

### Christmas and New Year Arrangements

Monday 21st December	Normal opening hours
Tuesday 22nd December	Normal opening hours
Wednesday 23rd December	Normal opening hours
Thursday 24 <sup>th</sup> December	Normal opening hours at Lenham Harrietsham closed from 12.30pm
Friday 25 <sup>th</sup> December	<b>Closed</b>
Saturday 26 <sup>th</sup> December	<b>Closed</b>
Sunday 27 <sup>th</sup> December	<b>Closed</b>
Monday 28th December	<b>Closed</b>
Tuesday 29th December	Normal opening hours
Wednesday 30 <sup>th</sup> December	Normal opening hours
Thursday 31 <sup>st</sup> December	Normal opening hours at Lenham Harrietsham closed from 12.30pm
Friday 1 <sup>st</sup> January	<b>Closed</b>

During this period, all appointments will be book on the day. There will be no pre-bookable appointments.

If you require urgent assistance when the practice is closed, please telephone the surgery on 01622 858341 and you will be connected to South East Health (08451 55 22 55). If you simply need advice, telephone NHS Direct on 0845 4647.

### Swine Flu Vaccination

In accordance with Department of Health Guidelines, we are currently rolling out our vaccination programme to patients in priority groups. You should have received an invitation letter from us if you have one or more of the following chronic diseases:

- Chronic respiratory disease
- Asthmatics
- Chronic heart disease
- Chronic renal disease
- Chronic liver disease
- Chronic neurological disease
- Diabetes

Or:

- If you are immunosuppressed or are a household contact of an immunocompromised person.
- If you in the second or third trimester of pregnancy

We are holding clinics specifically for swine flu vaccination on Sunday 29<sup>th</sup> November and Sunday 13<sup>th</sup> December from 8.00-10.00am.

We will be contacting patients who are 65 years and over AND are in a clinical risk group listed above.

The following website will give you further general information about swine flu:  
[http://www.direct.gov.uk/en/Swineflu/DG\\_177831](http://www.direct.gov.uk/en/Swineflu/DG_177831)

If you have any clinical concerns, please contact the practice.

## **DISPENSING**

### **Repeat Medication Requests during the Christmas Period**

**If you require your repeat medication before the Christmas break, please ensure that all requests are at Lenham surgery by Wednesday 16th December.**

### **Dispensary Opening Times**

**Monday to Friday 8.30am to 12.30pm; 3.00pm to 6.30pm.**

**Closed 12.30 to 3.00pm.** During this time, any **acute** antibiotic medication prescribed by the doctor will still be dispensed. Any other **non-urgent acute** medication prescriptions can be placed in the appropriately labelled collection box at the dispensary hatch, and will be ready the following morning after 11am.

### **Help Us to Help You**

- You can order repeat medication in the following ways:
  - Via our website [www.lenvalleypractice.co.uk](http://www.lenvalleypractice.co.uk)
  - Fax – 01622 850441
  - Right side of prescription
  - Handwritten request – please give full details of medication (forms/postbox available in the foyer or from dispensary)
- Please ensure you indicate where you wish to collect your prescription/medication: Lenham Surgery, Harrietsham Surgery, Chemist
- We are experiencing too many urgent requests. Please request repeat medication before you run out.
- Where possible, please reorder **all** medication together once a month.
- A minimum of 48 hours' notice (excluding weekends and Bank Holidays) is required for repeat prescriptions, and a minimum of 4 working days for dispensed medication from time of request.
- Please do not telephone within this time to ask if your medication is ready.

- We are finding that a significant number of medications are not being collected. Whilst some items can be re-dispensed, this gives us a lot more work. Some items, however, are wasted. If you don't require your medication, please don't order it.

### **Drug Availability**

Pharmacies and dispensing practices are currently experiencing difficulties getting hold of a number of drugs. This is due to pharmaceutical companies reducing the quota supplied to wholesalers. This is outside our control. We work hard to obtain these drugs for our patients but it does sometimes mean a delay.

### **Prescription Pre-payment Scheme**

Prescription Pre-payment Certificates (PPCs) help people who require large quantities of, or regular, prescriptions to reduce the cost where they are not entitled to free prescriptions on other grounds. PPCs are available for 3 months or a year. A PPC will save you money if you regularly need more than one prescription per month.

You can apply for PPC:

On the internet – [www.ppa.org.uk/ppc](http://www.ppa.org.uk/ppc)

By post using form FP95 (available from dispensary)

From a pharmacy registered to sell PPCs

By telephone – 0845 850 0030

### **New Members of Staff**

Introducing Dr Anthea Klufio, GP Registrar, who is joining us for 4 months from the beginning of December. Anthea is a fully qualified doctor who is undergoing her general practice training. She will be returning to work at the hospital, then joining us again in August 2010 for her final training year.

We also welcome Lizzie and Rachel to our reception team.

### **Charitable Donations**

Thank you to our patients, staff and visitors who have helped the practice this year in their support of a number of charities. Those organisations that have benefited from your generosity are:

Barnados

Breast Cancer Campaign

Shoe Box Appeal – Operation Christmas Child

In addition, the Partners continue to personally support SKCV (Street Kids Community Villages, in India).

*The Partners and staff would like to take this opportunity to wish you all a very Happy Christmas and a Healthy New Year.*