

Collection time for Repeat Prescriptions will be three working days from 1 January

For safety reasons and to reduce the delays you may incur when you collect your repeat prescription, we are changing the time between ordering and collecting prescriptions to **three working days** from the **1 January**.

The new three day collection period is for our processing time. Some pharmacies need another day to process. So please check with your pharmacy to ensure that your prescription is ready when you collect. For example, Rowlands pharmacy need an extra day so leave four days between ordering from us and collecting them if they are your pharmacy'.

We recommend that you always ensure that you have a week of medication in stock at all times. This means that if there are any problems with the supply of the medication, this can be resolved before your current supply runs out.

Therefore, please:

- Order to allow a week before your medication runs out
- Allow AT LEAST three working days between ordering and collecting your repeat prescription

FIT NOTES

Time off from work due to illness or injury

Illness or absence less than 7 days

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the [HMRC website \(https://public-online.hmrc.gov.uk/lc/content/xfafoms/profiles/forms.html?contentRoot=repository:///Applications/PersonalTax_iForms/1.0/SC2&template=SC2.xdp\)](https://public-online.hmrc.gov.uk/lc/content/xfafoms/profiles/forms.html?contentRoot=repository:///Applications/PersonalTax_iForms/1.0/SC2&template=SC2.xdp)

Illness or absence more than 7 days

If you are sick for **more** than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay). This is done using a medical certificate, now called a 'Statement of Fitness for Work' (also called a 'fit note') from a doctor, dentist or hospital.

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury. For more information see the [DirectGov website \(https://www.gov.uk/statutory-sick-pay/how-to-claim\)](https://www.gov.uk/statutory-sick-pay/how-to-claim)

Returning to work – including within the period covered by the fit note.

It is a common myth that employees have to be "signed fit" by their GP to go back to work. This is not needed. You should go back to work as soon as you feel able to and with your employer's agreement - this may be before your fit note runs out. You do not need to go back to see your doctor before going back to work. Your doctor cannot give you a fit note stating that you are 'fit for work'. If an employer needs support to help you they should do this by arranging their own occupational health assessment. You may like to point them towards this Government document if they need more information: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/464398/fit-note-employers-line_managers-sept-2015.pdf

For a small number of jobs there are separate processes to ensure it is safe for you to return. If this applies to you, your employer will tell you. You do not need a fit note to cover this period while you wait for your employer's assessment and your doctor will not be able to issue further fit notes to cover it.

Reception: 444666

Prescriptions: 446006

www.eastquaymedicalcentre.com

Onsite Opticians : 440440 Onsite Pharmacy: 423015 Onsite Dentist: 411141

The 'Friends and Family' test

The 'Friends and Family' test is now running in all GP surgeries.

In the waiting room, and at front reception, there are sheets you can complete to help us.

There is also a 'tablet' by the exit from the waiting room which you can use too.

If you have time, please do complete it – it is quick!

It is an anonymous, single question and a follow up, optional question:

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

In just a few words could you tell us why you chose this option?

Then pop it on the box

How does it work?

We will then use the scores to calculate our 'Net promoter' score.

This is a standard formula that classes those who tick:

- 'extremely likely' as 'promoters'
- those who tick 'likely' as 'passives'
- those who tick 'neither likely or unlikely' or below are classed as 'detractors'.

We then take the number of 'promoters' deduct the number of 'detractors' to come up with a 'Net promoter score'.

We will publicise the score every month and use the feedback in designing and improving our services so we can do the best possible to offer you a responsive patient-focussed service within the resources we have.

Urgent Prescription and Sick note collection

If you need to order an urgent prescription please make sure you do collect it. The prescription will be ready for collection from reception after 6pm on the day of ordering. It takes extra time to process these urgent prescriptions and it is therefore very disappointing to see that a percentage are not collected at all.

This also applies to sick notes that are requested, and some of these are duplicates as patients have lost the originals.

Please help your surgery as much as you can and remember that time used to process these requests could be spent seeing patients and thus reducing the waiting times.

Thank you

Beware.....

Scam involving hospital discharge cases

We have been alerted to another scam relating to patients being discharged from hospital who are being contacted by individuals posing as NHS Occupational Health workers.

The callers have a lot of information including medical information, names, addresses, phone numbers, GP surgeries, so there is no reason for people to question the contact. The Callers arrange appointments to carry out home visits, but do not give a contact phone number and are selling people mobility aids that are unnecessary, inappropriate and expensive.

If patients are concerned that they may have been contacted by a scammer they should report it to: **ActionFraud** by calling **0300 123 2040**.