



## Chapel Row Surgery - Patient Participation Group

### Autumn / Winter Newsletter 2017

#### Surgery Annual Flu Vaccination Clinics

- The Chapel Row Surgery will be operating Annual Influenza (Flu) Vaccination Clinics at the surgery on:
  - **Saturday 30 September 2017** and
  - **Saturday 7 October 2017** and
  - **Saturday 21 October 2017**.
- The clinics will be run by the Practice Nurses and a Doctor will not be in surgery during the Flu Vaccination Clinics.
- Please note that the Surgery Dispensary will NOT be open on these Flu Clinic dates.
- If patients are unable to attend one of these dates and are eligible to have the Flu Vaccination, please ask at the Surgery Reception for an appointment with a Nurse to have the Flu Vaccination.

#### Prescription Ordering & Collection at Christmas

- As Christmas approaches, the Chapel Row Surgery Dispensary Team would like to encourage all patients to plan for their medication requirements over the Christmas period.
- The Surgery is only shut for 2 days – Monday 25 December (Christmas Day) and Tuesday 26 December (Boxing Day)
- Please do not over order your medication during the run up to the Christmas period.
- The Dispensary experiences much higher demand for medication in December each year, than every other month and so the medication orders are that much bigger and take that much longer to unpack, check and put on the shelves ready to dispense.
- Additionally patients leave ordering and collecting their medication to the last minute and so we have unusually long queues at the Dispensary as the 2 days of Christmas approach.
- Please could patients **order** their medication and **collect** their medication **well before** the Christmas period.

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## Chapel Row Surgery - On-Line Services

- When considering On-Line access to the Chapel Row Surgery, there are current TWO options for patients:
  1. **Chapel Row Surgery Website** – [www.crsurgery.co.uk](http://www.crsurgery.co.uk)
  2. **EMIS Patient Access** – [patient.emisaccess.co.uk](http://patient.emisaccess.co.uk)
- **Chapel Row Surgery Website** can be used to:
  1. **See Healthcare Solution information** – Self Help Guides are available to enable patients to obtain immediate and helpful advice
  2. **See details** about the Chapel Row Surgery
  3. **Order Repeat Medication:**
    - Click on “**Prescriptions & Medicine Centre**” and then
    - Click on “**Request Medication Online**” and then
    - Answer “**No**” to the next question.
    - The Repeat Prescription Ordering Form is displayed – complete with details of medications required and Send to the practice
  4. Patients can **Ask a Doctor a Question** –
    - Click on “**Consulting Room**” and then
    - Click on “**Get Medical Advice & Treatment from a Doctor**” then
    - Click on “**Ask the Doctor a Question Online**”
    - Type in your question and a message is sent to the Doctor, who will then respond within the timescale advised on screen
  5. Patients can:
    - **Ask a Nurse** a Question via the “**Consulting Room**” or
    - **Ask Reception** via the “**Reception & Enquiries**” option or
    - **Ask Dispensary** via the “**Prescriptions & Medicine Centre**” option at the Surgery Website Home Page.
- **EMIS Patient Access** can be used to:
  1. Order Repeat Medication on-line:
    - The patient's usual medication is displayed in a list
    - Simply tick the medication required and submitted your completed request to order your medication
  2. Book an appointment at the surgery
  3. View your medical record
  4. Send messages to the surgery
- Ask at the surgery Reception for information about EMIS Access

**Please see the surgery notices for Christmas & New Year Opening Times**