

We are now using AccuRx Chain to

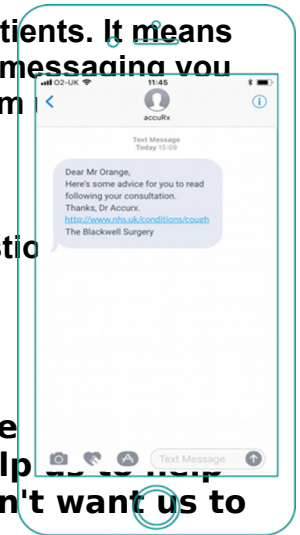
AccuRx Chain is...

A system which allows us to easily send text messages to patients. It means we can be much more proactive about some communications, messaging you quickly and securely, so you are not waiting around to hear from

Some examples of how we might use it...

- Reminders or notifications (e.g. prescription ready)
- Responding to simple queries (e.g. if you had a quick question about medication)
- Letting you know we tried to call
- Sending you advice at the end of a consultation

The practice name will always be at the bottom of the message. You won't be able to reply them. Please help us by keeping your number up to date. If you don't want us to contact you in this way please let us know.



NHS Choices Reviews ★★★★★

Excellent Service

I was triaged very efficiently by the call handler early afternoon it was deemed necessary to have an appointment, I was given one for the same evening with a GP. Excellent service Thankyou
Visited October 2019



Great surgery and the nurses are wonderful to me

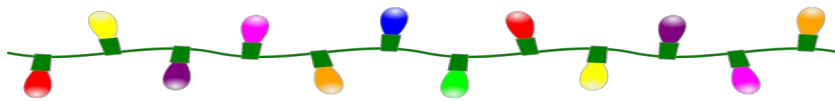
Great team I have been going to have my daily dressings done every day for nearly 3 months and the staff have become friends every body makes me feel welcome and specially one staff member who sorts all my appointments out for me I am starting to heal now so I wouldn't think I will be going much more but what a great team 11 out of ten thank you very very much.
Visited September 2019

Patient Participation Group (PPG) and Patient Reference Group (PRG)

The Orchard Medical Centre values the opinions and support of our patients. If you would like to work in Partnership with us to help shape patient services and links with our local community please ask reception for an Information pack or register at our website.

<https://www.orchardmedicalcentre.co.uk/online-requests/>

**Visit our website:
www.orchardmedicalcentre.co.uk**



Why has my prescription request

The most common reasons why your prescription may be rejected

<u>Early request</u>	Most medications are issued as 28, 56 and 84 packs. Orders should only be placed towards the end of your Supply.
<u>Over usage</u>	If a medication appears to be overused or has recently been ordered your request will be rejected.
<u>Acute medications</u>	Acute medications are 'one off' medications and can't be issued as a repeat prescription ie: antibiotics, trialling medication or medications that need close monitoring during use.
<u>new</u>	
<u>Past drugs</u>	Medication that has not been issued in your recent history or any 'one off' prescriptions that have expired.
<u>Overdue medication review</u>	All medications need to be reviewed by a GP or Pharmacist at varying intervals. It is very important that you have regular reviews for conditions such as Asthma, Diabetes and the Contraceptive Pill. If your review is overdue we cannot issue your medication. Always check the bottom of your prescription slip when you are next due a review.

Please do not order your repeat prescription until you are due and ensure to keep up to date with medication reviews.

A good system for issuing prescriptions is vital to improve medicine management and this will in turn:

- Improve care to patients
- Reduce medication waste
- Minimise risk to patients
- Ensure medication reviews are carried out
- Minimise stock piling of medication

Social Media



Facebook

We now have our own Facebook page to keep our patients informed of useful information and details of current affairs within the practice.

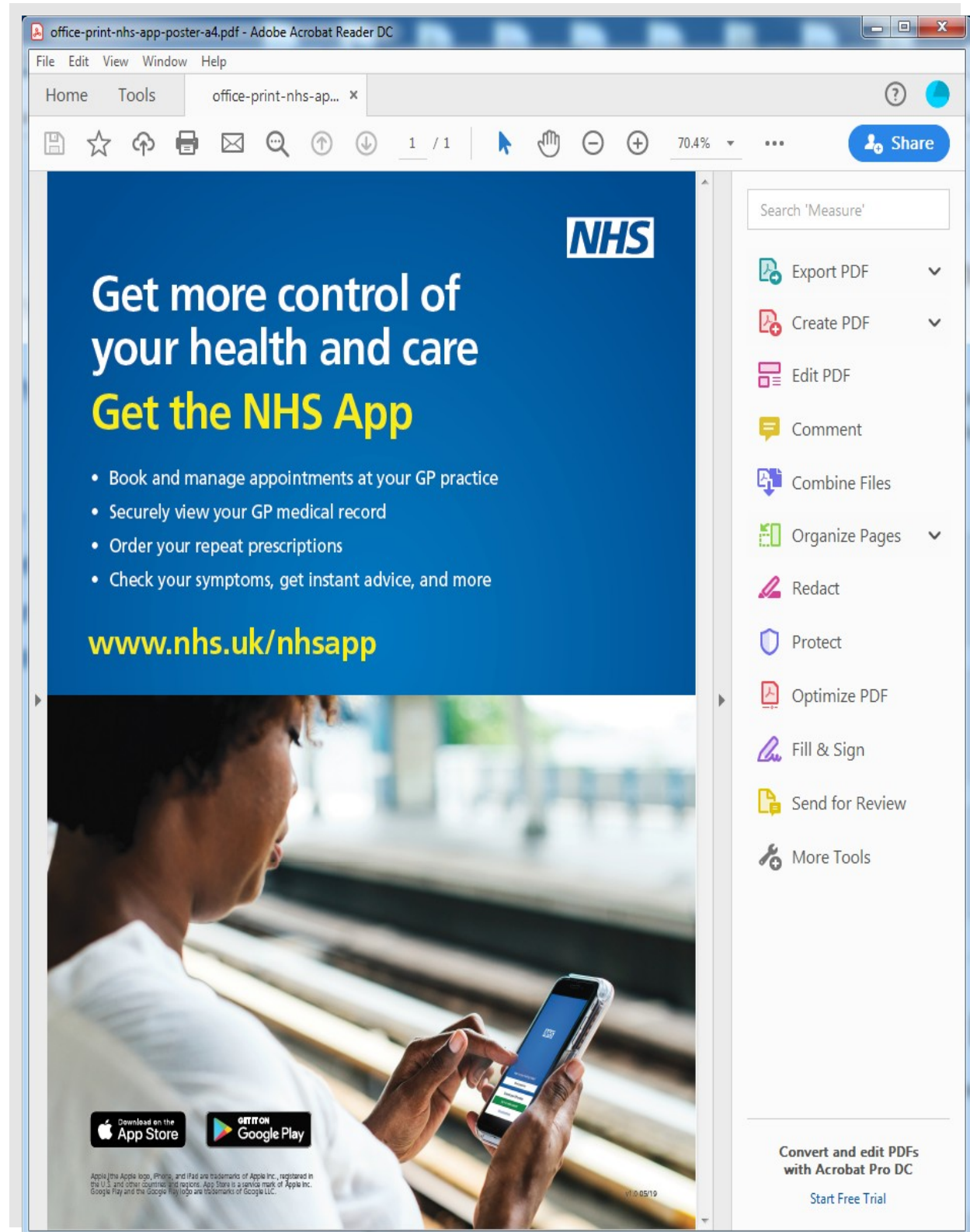
@theorchardmedicalcentre

CCG Rating:

Find out more about our CQC inspection on our website at www.orchardmedicalcentre.co.uk

Visit our website:

www.orchardmedicalcentre.co.uk



The NHS App provides a 'Symptom Checker' where you will be able to answer a few questions and the app will be able to triage whether you need to be seen by a Pharmacy, your GP or Hospital. Find out more about the NHS App and how to register at www.nhs.uk/nhsapp

**Visit our website:
www.orchardmedicalcentre.co.uk**