



## Henley-in-Arden Medical Centre News Update – January 2023

### Trainee GP's at the surgery

As many of you will know, Henley is a training practice. As a training practice we accommodate and provide training for doctors during their time in speciality training. These doctors are either placed with us for 6, 8 or 12 months then move on.

A little reminder of what a GP trainee is: all of the GP trainees who are attached to the Practice will have completed a minimum of two years of hospital posts after qualifying as a Doctor, often more. Doctors are now required to work for two years as "Foundation Doctors" before entering specialist GP training. Specialist training in General Practice is currently three years.

### Our current trainee GP's are:

- Dr Awais (F) – she completes her rotation with us in February 2023.
- Dr Ha (M) - he joined us in August 2022 and will be with us until August 2023
- Dr Nagra (F) – she joined us in December 2022 and will be with us until August 2023
- Dr Mulu (M)– he joined us in December 2022 and will be with us until August 2023
- Dr Hodgeson (F) – she will join us in February 2023 and work with us part-time until May 2025

### Closure of the repeat prescription telephone line

Please be aware that as of the 1st April 2023 we will no longer be able to accept verbal prescription requests.

Requests should be made via:

1. Any suitable **online App** (Mobile)  
The NHS App can be easily downloaded and set up by any patient registered with a UK GP: <https://www.nhs.uk/nhs-app/>  
This can be done easily at home with no practice involvement. Once patient have access to this ordering repeat medication is easy and can be done from the comfort of home at a time convenient to them.
2. The **practice website**: [www.henley-in-ardenmedcntr.co.uk](http://www.henley-in-ardenmedcntr.co.uk)  
Simply click on the 'Repeat Medication' Quick Link tab and complete the requested details
3. **In writing** with requests being posted in the repeat prescription post box in the entrance foyer.  
Medication is always supplied to you with a white sheet listing all items supplied. Patients can easily tick the boxes of the medication they want to request and pop this into the secure mailbox for processing.
4. The Surgery **Email** address: [prescriptions@henleymc.nhs.uk](mailto:prescriptions@henleymc.nhs.uk) .  
Patients just need to ensure they include their ID and list all of the medication requested.

Please be aware that verbally requesting prescriptions at reception is not permitted. You will be requested to complete a prescription request form or to use one of the options outlined above.

## **Question - Why are we stopping taking verbal medical requests?**

### **Answer - Patient Safety**

Verbal orders are often complex communications that can place patients at risk for harm. The NHS have advocated for limiting or ending their use based on such safety concerns.

The potential for verbal orders to be misunderstood, misheard, or transcribed incorrectly makes them error prone, particularly given different accents, dialects, and drug name pronunciations by the prescriber and recipient of the order.

### **Patient Participation Group (PPG) recruiting new members**

A Patient Participation Group (PPG) is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to improve the service.

#### **What is the purpose of the PPG?**

- To give patients and practice staff the opportunity to meet and discuss topics of mutual interest.
- To provide a means for patients to become more involved and make suggestions about the healthcare services they receive.
- To explore issues from patient complaints and patient surveys, contribute to actions plans and help monitor improvements.
- To contribute feedback to the practice on National Patient Survey results and Friends and Family Test feedback to propose developments or change.
- To support health awareness and patient education

The group meets, on average, 4 times a year. At those meeting topics from new initiatives being introduced within all healthcare settings to changes within the surgery are discussed. Patient feedback is also exchanged at the meeting which can very informative and can actually influence how the service is provided.

A PPG is open to every patient on our GP practice list. All communities, groups, genders, ages, ethnicities, and disabilities representing the patient list are encouraged to join. Membership of patients from the surrounding villages we serve as well as from Henley itself are welcome to join. There are no other membership requirements except that patients must be registered with our practice and be over 16 years of age.

If are interested in becoming a member of our PPG you can complete a registration form on our practice website: <https://www.henley-in-ardenmedctr.co.uk/patientgroup>.

Amanda Taylor, Practice Manager