

From the 1st April, we are no longer able to take repeat prescription orders by telephone for anyone other than house-bound, frail or disabled patients. This is due to advice given by our governing body the Herefordshire CCG on reducing prescription errors and improving safety. From April you will be able to order your prescription in the following ways:

Completing the left hand side of your FP10 token (ticking the boxes for what you require) and either posting it to us, dropping it into the letter box, the prescription will safe or over the counter.



All pharmacies in Ross offer a prescription ordering service, you will need to call into a pharmacy and complete their form to authorise them to order on your behalf

You can also come in person to the surgery, you will be given a slip to complete or you can ask for your FP10 token (see picture above) to complete.

One of the easiest ways to access your prescriptions is to ask for online access, you can register at www.pendeensurgery.nhs.net To complete your application we do require you to bring photographic ID into the surgery. Once approved you will be able to order your repeat medication, be able to book GP appointments, view your allergies, and from April 2016 view a list of all your coded medical history. This service is available 24 hours a day 7 days a week.

Missed Appointments

Missed appointments this month totalled **37**, these are booked appointments that patients have failed to attend. Since February 2015 patients have missed a staggering **659** appointments.

If you are unable to make your appointment or no longer require it, please phone the surgery and let us know so it can be offered to another patient.

On Average we lose **50** appointments per month in this way.

KEEPING UP WITH THE DOCTORS

Dr Leeman - Monday to Thursday and every other Friday

Dr King - Wednesday and Friday

Dr Bathurst - Monday, Tuesday, Wednesday and Thursday (am)

Dr Cadbury - Monday, Tuesday and every other Friday

Dr Jackson - Wednesday, Thursday and Friday

Dr Das (from 01.04.16) - Monday, Tuesday, Thursday & Friday

Dr McCarthy (until 22.03.16) - Monday, Tuesday and Friday

PENDEEN PPG

The next PPG meeting is on the 21st March, if you would like to attend please contact:

ppg.pendeensurgery@nhs.net

Or ask at reception for Deb Jones