**COLSTERWORTH MEDICAL PRACTICE**

**PATIENT NEWSLETTER**

Dear patient,

Firstly I would like to introduce myself as the new Practice Manager for the surgery. My name is Donna Allen, and I started with the practice in September. I am looking forward to my future journey with the practice, and getting to know the local community.

As some of you may already be aware, we are currently recruiting for qualified dispenser. This means that it is highly likely the dispensary team will be short staffed in the coming months. With an aim to help the staff manage their workload and continue to be efficient in getting your prescriptions ready for collection, we will be implementing the following changes, starting from Monday 29th November 2021.

**Prescription collections**

8.30am – 1pm then 2pm – 6pm Monday to Friday

Whilst the surgery is still open 8am until 6.30pm, prescriptions will only be available to be collected between the above times.

Morning collections wherever possible would help staff even further.

**Telephone orders / queries**

Any queries or telephone prescription orders would be preferred in the afternoon between 2pm and 6pm wherever possible. This again would help staff manage their work load. Dispensary is option **2** on the phone system.

We will continue to open South Witham for collections; however they will be Thursdays only for the short term, 10.30am – 12pm. Once fully staffed we will review this again.

I would like to thank you all in advance for your support and patience in the coming months, having heard how supportive you have been as a community throughout the pandemic.

**Patient Participation Group**

We are looking for members to grow our patient participation group. If you are interested in joining, or would like more information, please feel free to give me a call.

Being a member of the PPG is a great way to get a better understanding of the NHS, as well as being able to give feedback to us along with ideas and suggestions. It is not a time consuming role, as we understand everyone leads busy day to day lives, and meetings can take place virtually if required.

If you have any further questions, concerns or queries about any of the above, please do not hesitate to contact myself at the surgery.

Kind regards,

Donna Allen

Practice Manager

01476 860243

15th October 2021