

BILLINGHAY MEDICAL PRACTICE

Patient Participation Group

“Representing patients and putting
them at the heart of all we do”

Welcome to the 6th edition of the PPG Newsletter.
We hope you find it useful and informative.
Please take a copy.

**AS A PRACTICE, WE RECOGNISE THE IMPORTANCE OF UNPAID CARERS AND
DECIDED TO WORK TOWARDS THE CARER'S QUALITY AWARD THROUGH 2017**



Lorraine and Emily met frequently together to discuss how to improve our support for carers. They briefed Practice staff with the latest information at our internal training events and became the focal point for any requests for support. With some advice from 'Lincolnshire Everyone' team, they updated our display boards and files with up to date information and referral forms. When asked to comment on the work they did, they said, "The award was very interesting and rewarding to undertake and we feel proud to have completed it. It has made a positive impact on our organisation by making it easier for unpaid carers to get any help they may need. It has also made other staff more aware of trying to recognise unpaid carers". Well done to Lorraine and Emily.



*Many thanks to all staff
and patients who
supported PINK DAY on
20 October in aid of
Breast Cancer Research
****£484.52*****



PLEASE USE THE GEL DISPENSER
TO CLEAN YOUR HANDS
BEFORE TOUCHING THE
CHECK-IN SCREEN
Thank you!



hand
hygiene
saves lives

A Day in Billingham Medical Practice Dispensary

Billingham Medical Practice Dispensary is a very busy and organised place to work, run by nine ladies with different backgrounds, experience levels and personalities, working different hours to come together to make an excellent team with only ONE aim. To strive to give our patients the medication they require in a safe, accurate and timely manner.

No day is the same and brings different challenges for our team. We have a robust rota giving the team specific jobs to ensure all processes are completed as safely and smoothly as possible, whilst adhering to all standard operating procedures which are in place to protect both the staff and patients.

We have four main areas of work:

The **"Administration corner"**. This is where the dispensing process begins. All requests for medication from telephone, internet and prescription counter foils are turned into prescriptions so that the Doctors can check, authorise and sign before they can be made up. All the medication is also ordered at this position so that we have everything required to satisfy the patient's request.

The **"Order coming in position"** is where the big crates of medication come in and have to be logged on the computer and put on the shelves ready for the dispenser to make up the individual patient's medication.

The **"Dispensing position"** is where the prescription medication gets prepared and labelled and put into bags ready for the patients to collect.

The team member that patients see the most is the **lady serving on the hatch**. She gives out medication and deals with all manner of queries the patients bring to us and meeting all the patient's medication needs.

The days are very busy and each member of the team



moves around the various positions to give them a variety of tasks. This helps to maintain concentration levels whilst ensuring

the continuity and completion of all tasks; the end result being the patients get their medication prepared in a safe, accurate and timely manner.

Sarah Kearns, Dispensary manager

PROTECTED LEARNING

The Practice will be closed between 13.00 and 17.00 on the following dates in 2018 to allow for staff training:

14 March 11 April 13 June 12 September 10 October 14 November

CHRISTMAS AND NEW YEAR

Please note that the Practice will be closed on Monday 25 and Tuesday 26 December, and Monday 1 January.

Sleaford Urgent Care Unit (47 Boston Road, Sleaford NG34 7HD) will also be closed on these days.



Please continue to



you say, we listen

Appointments 01526 860490
Reception 08.00 - 18.30 (Mon-Fri)
Out of hours 111
Dispensary 01526 869806 08.30 - 18.00 (Mon-Fri)

Extended surgery hours are available on Wednesday evenings. Appointments are available online and pre-bookable 7 days in advance with some appointments available on the day. Please contact Reception to access this service.

Appointments can be made for the following clinics: Antenatal*Asthma*Diabetes&Hypertension*Cervical Smears*Child Health Surveillance*Warfarin Monitoring*Health Promotion*New Patient Health Checks*Travel.

DO YOU KNOW ABOUT THE GOOD NEIGHBOUR SCHEME?

Please pick up a leaflet from Reception, fill in the questionnaire and drop it in the box.

PPG MEETINGS

The next meeting of the PPG will be held on 2 March 2018 at 18.00. New members always welcome, please have a look at our noticeboard in the waiting room or visit the website: www.billinghaymedicalpractice.co.uk

Patient Participation Group:
Chairperson: junetawilson@btinternet.com
Vice-chairperson: Sheilaclark23@yahoo.com
Secretary: jean@patman.plus.com

