

# DORCHESTER ROAD SURGERY NEWS



## You Said... We Did!

Here at the surgery we welcome your comments and feedback and use them to regularly improve our service to patients.

You are welcome to leave your comments at the reception desk or alternatively, tell us what you think:

To leave feedback on the service we offer visit:

[www.iwantgreatcare.org](http://www.iwantgreatcare.org)

We review all the feedback we receive and always do our best to implement any changes.

One of the most frequent requests was for that of extended opening hours to offer appointments outside of the regular working day.

In view of this, our doctors and our practice nurse now offer Early morning appointments on a Monday, starting at 7.15am and our nurse practitioner Elaine also starts at 7.30am.

We also offer Monday evening appointments, up until 7pm.

Welcome to this new edition of the DRS Newsletter. This newsletter has been produced in co-operation with the Surgery staff by the Dorchester Road Surgery Patients Participation Group (DRS PPG) and we hope to produce four editions a year.

The purpose of PPGs is to help the doctors and surgery staff by providing a channel for patients and staff to exchange ideas for the benefit of all at the practice. You will find more information about the PPG further on.

As the new chair of the DRS PPG I would like begin by adding to the many tributes to my predecessor, Michel Hooper-Immins, who died suddenly last year. His contribution to so many local organisations will be sorely missed.

This is a time of extra pressure for the DRS staff as they welcome nearly 800 new patients from the Abbotsbury Road Practice. The PPG would like to extend a warm welcome to you all. We hope some of you will join us to help us try to make the patient experience at Dorchester Road even better.

Whether you are new to the practice or long established, you will find lots of helpful information on the screen in the downstairs waiting area and on the notice boards on both floors. There is also a lot of introductory information on the DRS website: <https://dorchesterroadsurgery.co.uk/>

We hope you find this first Newsletter interesting and helpful and we will welcome your ideas. Paper copies will be available in the waiting areas, but we hope many of you will fill in your name and contact details on the slip available at the reception desk to be kept in touch.

Best wishes  
Pauline Crump





## **Dispensing Prescriptions Electronically**

We would like to make dispensing repeat prescriptions for our patients more efficient. Many of you have at least one medication on a repeat basis and you are likely to stay on this treatment for at least 6 months or longer. You may already have nominated a chemist so that your prescriptions are sent electronically to your chosen chemist for you to collect, which is more efficient and easier for you and for us. If you haven't already chosen a local chemist, please talk to a member of our Reception Team to register your repeat prescriptions for this service. We can also authorise ALL your future prescriptions, up to your next review date on the computer and send them electronically to your usual chemist. This means you just visit the chemist to collect your next prescription each time it becomes due. The pharmacists would be able to dispense your medicine automatically because they would have a record of which regular medicines you need. There would be no need to drop off the repeat prescription slip of paper or see us in the surgery until it was time for your regular review. This system would be more convenient for you and save you time. It also reduces the work load for surgery staff, and the pharmacists prefer it. If you would like to start electronic repeat prescription dispensing, please contact the surgery to set it up. This service also offers an App for Android and iPhone which makes ordering your medication even easier. The staff can help you with getting started or discuss it with GP, at your next review, if you prefer.

Dr Emma Casson - Prescribing Lead  
Doctor

## **Dorchester Road Surgery PPG**

### **What is the DRS Patients' Participation Group?**

The PPGs is made up of ordinary patients from the practice who want to help our local surgery to provide us with the best possible service. A small committee meets regularly at the surgery with Carole the Practice Manager or Lesley, her deputy, attending to keep a record

### **What do we do?**

Our aim is to help the Practice to help you. We aim to pass on useful information to help Patients make the best use of the various services the Surgery offers. One way we can do this is to pass on news and ideas which the Doctors and staff want you to know and also to help make sure that they hear your ideas and experiences. Most Weymouth and Portland Practices have their own PPG groups and we are in touch with each other to exchange good ideas.

### **Who can join?**

Anybody who is a patient here. To keep in touch, you can fill in a form (available from the Reception desk) with your name and email address if you have one, to receive future newsletters and, occasionally, other relevant information directly by email. This will be kept securely and confidentially by the admin. Team and will only be used to send you information from the surgery..We welcome enquiries from anybody interested in joining the committee.

### **What can YOU do?**

**Sign up and give us your ideas and opinions.**

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