

### **Ordering Medication**

We have been working with local pharmacies to improve this joint process which is now mostly electronic. Once we get your medication request, one of Fireclay's script clerks will process this and send it to a GP who will sign it to authorise it. It is then automatically sent to your chosen pharmacy.

*Would you believe we receive 1500-2000 medication requests every week?*

Here are some top tips to make this process work effectively:

#### **Order online if possible**

If you have access to the NHS App (or another online service provider), the easiest way to order your repeat medication is online. It gets to us quickly and you can see if we have received it and authorised it.

#### **Allow 1 week for repeat prescriptions**

Fireclay Health will complete our part in the prescription process within 48 hours BUT please allow at least another 48 hours for your pharmacy to get it ready for you. Please ask for your repeat medication at least one week before you need it.

#### **Text notifications from your pharmacy**

When you get a text notification from your pharmacy that your medication is ready, be aware that this may be only one of the items you have requested.

#### **Collecting medication from the pharmacy**

When you collect your medication from the pharmacy, please check at the counter that the order is correct before you leave.

#### **Going on holiday**

Please order any medication you need in advance so the practice and the pharmacy have time to get it ready for you.

#### **Please do not order more than you need**

Unused medication has to be destroyed and so cannot be used again. This costs the NHS about £300 million per year!

#### **“Rejected” requests**

This happens rarely but you may see on the NHS App or via text that your request has been “rejected”. There should be a reason given for this - often this is because it has been passed to a Practice Pharmacist or a GP to review (and not actually rejected).

### **Patients not attending appointments**

We have recently carried out an audit of who/how many patients don't turn up for appointments at the practice (this costs the NHS as a whole £216 million a year).

#### **Thank you to the 98% of you who keep your appointments with GPs.**

Thank you too to the 94% of you who keep appointments with HCAs (Health Care Assistants), though we need to improve this figure.

#### **Please help us by cancelling any unwanted appointments.**

You will be sent a confirmation text message for every appointment you book. This text will have a link to cancel your appointment if it is no longer needed.

### ***Did you know?...***

An average GP appointment costs **£39.23**

An ambulance trip to A&E costs **£292**

On an average day, more than a million people attend a GP appointment

Source: King's Fund data for 2019/2020

## YOUR HEALTH

### Depression

Depression can affect anyone. If you're experiencing symptoms of low mood, sadness and depression, it's important to ask for help.

If you're unsure about how you're feeling, you can do the NHS Depression and Anxiety Self-Assessment Quiz, make an appointment with a GP, or contact NHS Talking Therapies:

<https://www.vitahealthgroup.co.uk/make-a-referral/self-referral/nhs-mental-health-self-referral/nhs-mental-health-self-referral-bristol-north-somerset-and-south-gloucestershire/>

If you're a young person and you're struggling with symptoms of depression, or you just need someone to talk to, there are plenty of websites that can help you to find support, and can help you to work through your feelings:

<https://hiddenstrength.com/advice/my-story/>

<https://www.nhs.uk/mental-health>

### Prostate Cancer

It has been found that 1 in 8 men will develop prostate cancer. You might be at higher risk if you are black, or if your dad or brother have it. Symptoms can include:

- Difficulty urinating
- Feeling that your bladder hasn't emptied properly
- Needing to urinate more often than usual
- A sudden urge to go to the toilet

If you're already suffering from prostate cancer, there are many organisations that can help. Resources such as 'Cancer Chat' can help you to speak to other people in your situation and speak to someone else who understands how you're feeling. If you and your family are worrying about other issues such as money or childcare, there are ways in which you can be helped. You can also find support groups for prostate cancer near you:

<https://prostatecanceruk.org/prostate-information/about-prostate-cancer/prostate-cancer-symptoms>

<https://www.cancerresearchuk.org/about-cancer/prostate-cancer/practical-emotional-support/coping>

### COVID Vaccination Spring Boosters 2023

- The eligible groups for the spring booster covid vaccination this year are those aged 75+ and immunosuppressed patients
- If you are eligible you will receive an invite from us. If you are invited by text or email there will be a link to follow so you can book an appointment online. There is no need to contact us unless you are unable to open the link.
- Clinics will be held at St George Health Centre on Saturdays during April and May
- Housebound patients will be contacted individually by one of our Care Coordinators

Please visit our website at [www.fireclayhealth.nhs.uk](http://www.fireclayhealth.nhs.uk) for more details about anything in this newsletter or you can email [fireclayhealth@nhs.net](mailto:fireclayhealth@nhs.net) if you have questions

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