



# The Peninsula Practice

DAY	ALDERTON	ALDEBURGH	ORFORD
Monday	8.00 to <b>14.30</b>	8.00 to 18.30	8.00 to 18.30
Tuesday	8.00 to 18.30	8.00 to 18.30	<b>CLOSED</b>
Wednesday	8.00 to 18.30	8.00 to 18.30	8.00 to <b>13.00</b>
Thursday	8.00 to 18.30	8.00 to 18.30	8.00 to <b>13.00</b>
Friday	8.00 to 18.30	8.00 to 18.30	8.00 to <b>13.00</b>

Staff training is important for our practice. On the following days, surgery sites close from 1pm until the following day. All calls are redirected to 111.

The specified site is open for booking future appointments and accessing repeat prescriptions.

- Wednesday 23<sup>rd</sup> October 2024 – Alderton
- Wednesday 13<sup>th</sup> November – Aldeburgh
- Wednesday 12<sup>th</sup> February 2025 – Alderton

## We offer an increasingly wide range of NHS services to our patients:

- Memory checks (if worried about dementia)
- Menopause management
- Paramedic appointments
- Same day physiotherapy for acute musculoskeletal symptoms
- Minor surgery including moles, skin tags and lesions
- Steroid joint injections
- Ultrasound (by referral)
- Mental health and wellbeing support
- Single skin lesion clinic
- Insomnia support - SleepStation (a bespoke programme)
- Travel health
- Social prescriber – support for non-clinical health and wellbeing needs
- Compassionate Companion service – to support end of life choices and care
- Full contraception services (eg coils) and sexual health

*Also available at our practice are non-NHS services (charged):*

- Chiropody – foot care appointments & home visits
- Ear care – wax removal (see website)

## Re-ordering prescriptions

We recently reviewed our automative Repeat Dispensing Service and realised that it caused more risk than benefit for reasons explained below.

**We now request that patients/carers order what they need between 7-10 days before their prescription is due.**

The easiest way to do this is by using the NHS App or our website (reception can provide you with login details). You can also use the paper repeat slip and drop it in to the surgery closest to you when you need to order it (7-10 days before). We do not accept emails for repeat prescription requests.

Previously patients handed back their repeat slip as soon as they collected their medications but this caused a lot of wastage (prescriptions might change but patients ordered automatically and too soon without necessarily needing everything), additional workload as many patients would come to collect and decide they didn't need some items after all, in addition to calls as patients rang to ask if their medication had been issued yet, and extra space was required to store orders too far in advance.

We have run our new system for 3 months now and already recognise a significantly improved flow to the dispensing system with consequences of less items being rejected, less waste and vastly improved efficiency within the dispensing system.

We hope you understand the rationale, which is of course same for community pharmacies who, likewise, do not accept early repeat requests for the same reasons.

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**<https://www.thepeninsulapractice.co.uk>**