



Latest Updates

22 November 2022

Dear All,

We want to reassure you that we are accessible and dealing with more patients than ever. In the light of overwhelming demand on our services, which shows no sign of abating, the team at Old Bridge surgery are continually reviewing our appointment system.

When booking your appointment please consider whether it is urgent i.e. needs to be assessed on that day, or whether it could be dealt with as a non-urgent appointment.

Urgent appointments are dealt with by the duty team, which comprises of GPs, ANPs and the surgery paramedic, who are all trained in urgent care. They will contact you as soon as possible, triaging those in most need, and your patience is greatly appreciated.

In the meantime, we have noticed that Monday mornings in particular are extraordinarily busy and we would encourage you not to call on a Monday morning unless you have an urgent medical need.

Great news – patients pre-booking LIVI appointments is back!

As an alternative to contacting the surgery, LIVI GP appointments enable you to see a GP in the evenings and at weekends, all from the comfort of your own home! Free of charge and subject to availability, appointments can be booked via the surgery, or by pre-booking directly using the LIVI App. As an alternative to surgery and LIVI GPs you can drop into local pharmacies who can help with over-the-counter treatments for lots of minor ailments.

Last Call for Flu & Covid Jabs

It has been wonderful to see our community come together to have their flu and covid jabs. If you are eligible and haven't done so already, please call the surgery to book your appointment by calling **01503 266 960** (option 2). Please call after 10am.

Ordering repeat medications - help us to help you

Many of our patients take repeat medications, with lots of patients on multiple medications. Patients can order their repeat medications by emailing us repeatprescription.looe@nhs.net, dropping the counterfoil into the surgery or via your online patient facing service application.

- When ordering by email please can you clearly show your full name and date of birth, recognising that some patients share the same name. Please clearly list all the medications you require.

- Please help us not to over prescribe, by only ordering what **you need for the month**. Medications are best stored in pharmacies, not in patients' homes where they run the risk of not being used, going out of date and cannot be re-used if returned to the surgery.
- Please do not simply write your first name and 'all meds'.
- If you omit a medication(s) you regularly take, these will not be re-issued, as the assumption is that you do not need them at this time. Please help the NHS funds to go further, **order only what you need**.
- Medication requests should be submitted 5 working days in advance of you needing them.

Finally, thank you for your ongoing support during these increasingly challenging times and however busy we are, please don't delay seeking our help if anything is worrying you.

Kind regards,

GP Partners & team
Old Bridge Surgery