

# Royal Crescent & Preston Road Practice - Newsletter

January 2021



[www.royalcrescentsurgery.co.uk](http://www.royalcrescentsurgery.co.uk)  
[www.prestonroadsurgery.co.uk](http://www.prestonroadsurgery.co.uk)

## APPOINTMENTS

As part of our responsibility to keep you as safe as possible during the ongoing Covid-19 Pandemic, face to face appointments with a GP are only booked when absolutely necessary, such as for an examination or a clinical procedure. All appointments in the first instance will be a telephone appointment where a clinician will take some information and decide on the best course of action. You can book a telephone appointment using Patient Online Services or by telephoning the surgery. For more minor complaints, or ongoing problems using eConsult is also an option.

## ECONSULT

eConsult enables patients to submit their symptoms or requests to their own GP electronically. When you click the E-consult link (on the home page of our website) you will be taken through a series of questions regarding your symptoms. Once completed this is sent electronically to a GP who will respond before the end of the next working day. If medication is needed your GP will prescribe this and send the prescription electronically to your chosen pharmacy. This is the safest and most secure method of communicating with your GP.

## PHARMACIES & PRESCRIPTION REQUESTS

Pharmacies are under increasing pressure and request that patients who have access to a smart phone or computer please sign up to SystmOnline to request medication directly from the surgery, rather than contacting the Pharmacy to put their request in. This is a far more efficient process for both the surgery your pharmacy and will greatly help both to deal with the large number of medication requests received each day. The surgery will send your prescription electronically to your pharmacy which allows the pharmacy more time to make up your medication and have it ready for you.

## PRESCRIPTION REQUESTS

We recommend patients sign up to SystmOnline to request medication. Most patients who previously requested medication via email have now switched to ordering via SystmOnline. If you have not yet signed up, please telephone the surgery for your account to be activated. Our dedicated team will be happy to help you sign up and show you how to use this service if needed.

## COVID VACCINATIONS

As you will have heard on the news, Covid vaccinations are now taking place. Patients are being invited according to the priority guidelines issued by the government and the JCVI (Joint Committee on Vaccination and Immunisation)

It is extremely challenging for the surgery to vaccinate so many patients, and we are working with the other GP Practices in Weymouth and Portland to roll this out.

Please be assured we are working as quickly as we can to vaccinate our patients. Please do not contact the surgery about your vaccination as you will be called in line with your priority group.

## TELEPHONING THE SURGERY

We are aware that at certain times of the day the telephone lines to the surgery are very busy. The number of calls received each day has increased since the start of the pandemic. We are currently in discussion with our PPG about how we can improve our telephone system to support patients. In the meantime, patients are encouraged to use online systems where possible, to help ease the pressure on the phones.

## YOUR CONTACT DETAILS

Sometimes we may send SMS messages or Emails to inform you of updates at the surgery. For you to receive these messages it is important we hold the correct contact details and email address for you. Please let us know if your contact details have changed, or if you have an email address, we may contact you on.