

Dear Patient,

We understand that it is a difficult time for everyone as we adjust to different ways of working and living. Before the onset of Covid-19 we were looking at ways to improve our services (particularly the ordering and collection of prescriptions).

As you are aware, since 25<sup>th</sup> March 2020 all GP appointments have been undertaken via video consultation or telephone, with a face to face appointment when absolutely necessary. This measure has been put into place to prevent you putting yourself and us at risk by attending the Practice unnecessarily.

We are currently looking at how we manage our work within the Practice and streamlining processes to meet the new demands of the service.

Recent events with Covid-19 have forced our hand to use the North site for processing of all prescriptions and collection and so far this has worked effectively.

All patient prescriptions are now processed at our North surgery with the majority going to pharmacists electronically, and very few being collected on site.

As a Practice we now have to consider the viability of delivering certain services to our patients across both surgeries, and whether some processes can be managed more effectively at a single site.

One example of this (which was under review before the onset of Covid-19) is our prescription process, where an audit was carried out to assess productivity and efficient management of this area of our service.

Prescriptions being processed over two sites has for some time caused frustration for both our staff and patients, not only from a processing point of view but also the operational challenges faced in ensuring we provide patient satisfaction in all areas of our service and that our two surgeries are adequately staffed.

In January 2020 we carried out a 5 week audit of our prescription service to help us to identify where the majority of our prescriptions were processed and collected.

**Our survey findings are outlined below:**

	North	South
Number of prescriptions processed at the practice	3796	1730
Number of prescriptions collected direct from the practice	451	62

As you can see from the above audit figures, our North surgery has proved to be the most popular site for prescriptions to be processed and collected, and given these results coupled with the current pandemic it would seem logical in the future to use one site for the management of all prescriptions, this being North.

A new process has recently been developed which means that if you do not have a nominated pharmacy you can ask us to provide your national health number (NHS) and a prescription EPS (electronic) token which is a universal unique identifier. On request we will send a text message to you with this information which you can take to any pharmacy, and they will download and dispense your prescription medication for you.

Our patient's views are vital in helping us to improve services and we would be grateful if you would complete a short survey

The Practice would like to thank all our patients for their continued support in these difficult times, and assure you of our continued commitment to your health care.

Thank you for taking the time to read this communication regarding the management of the Practice in the current situation.

We have designed a survey to help us gather the views of our patients, and to help us to understand how you feel about your recent experience of the service. Please click onto the below link to access the survey:

<https://www.surveymonkey.co.uk/r/RCMN6W9>

Thank you for taking the time to complete this survey