



Autumn 2008

Healthy Times

The newsletter of the White Horse Medical Practice

Special points of interest:

- Extended Hours!
- Kingston Bagpuize & Southmoor Clinic!
- New Website
- Dispensary Deliveries
- Repeat Prescriptions
- Dr knows best!

Practice open for longer hours.....

As from October 2008 the practice is open for longer hours on some days to improve access to appointments to patients for pre-bookable appointments.

The practice will be open on varying evenings and occasional Saturdays for appointments with the Dr or Nurse that have been booked in advance.



You will not be able to telephone the practice during these hours as the staff will be dedicated to the extra surgeries. There will be no change to the dispensary hours.

Any requests for urgent medical treatment outside of our normal hours (Monday to Friday 8am to 6.30pm) should go to the Out of Hours service by telephoning 0845 645 8995 as usual.

We hope that the extended surgeries will be of particular benefit to those patients who cannot get to the Drs during working hours.

...and a return to the Kingston Bagpuize /Southmoor clinic

*Isn't it time
that you
visited our
new website?!*
www.whmp.co.uk

Historically the practice has run a weekly clinic at Southmoor Village Hall. This has been under review for some time now as the practice had seen such a huge decline in the demand for the service.

The clinic is now operational again from September 2008 and is available on a Thursday morning from 10.30 to 11.30am. Appointments

have to be pre-booked by telephoning the main surgery number on 01367 242388. Please do not just turn up.

The clinic is ideally aimed at those patients who have problems getting to the main surgery. However please bear in mind that we can only offer a very limited service from the village hall as we do not have the support staff or equip-

ment to offer the same service that we can in Faringdon.

Please do not use the clinic appointments to request repeat prescriptions as we now offer a daily delivery and collection service to Kingston Bagpuize/Southmoor Post Office. You can also order your prescriptions online at www.whmp.co.uk

Blood Pressure and Weight Check

We now have a new piece of equipment for you to check your own blood pressure and BMI in the waiting room.

If you use the machine, please hand the print-out to reception with your name and date of birth written on it.

Daily Deliveries!

Did you know that we now offer a daily delivery service for medicines dispensed by the practice to the Post Offices in Kingston Bagpuize, Stanford in the Vale and Uffington?

We go to the Post Offices every weekday, Monday to Friday. This means that you can drop your prescription off at the Post Office (with a cheque enclosed payable to White Horse Medical Practice if you have to pay for your prescriptions) and then pick up your medicines 2 working days later. If it is urgent it is sometimes possible to do this by the next delivery day - please ensure that you speak to

one of the dispensers first.

We can also deliver your medicines if you live in Longworth, Hinton Waldrist, Buckland and Stanford in the Vale to those patients who have problems picking up their



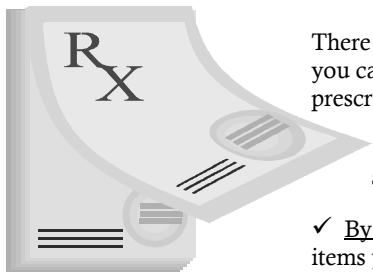
medication from the surgery and who can be at home to sign for them.

Telephone the dispensary on 01367 245403 to discuss this with the dispenser.

For those of you that like to order your repeat prescriptions electronically we would recommend that you do this via the website (www.whmp.co.uk) This helps to ensure that we issue you with the correct medication and reduces the risk of mistakes being made.

The dispensary is open 8.30am to 1pm and 2pm to 6.30pm Monday to Friday.

Repeat prescriptions made easy



There are several ways that you can order your repeat prescriptions

- ✓ Via our website at www.whmp.co.uk
- ✓ By post: just tick the items you need on your repeat prescription request, and send it to us.
- ✓ By calling in to the surgery: there is a post box just outside the entrance door which is regularly checked for post and requests. If you do not have your repeat prescription slip which came with your medicine, you can fill in a form from the dispensary.
- ✓ By fax: send your faxed requests to 01367 245401.

- ✓ By putting in your request at the Post Office at Kingston Bagpuize, Stanford in the Vale or Uffington

Of course if you are a dispensing patient we can also get your medicines ready for you!

Please allow 2 working days for your repeat prescription

Have you visited our website?

www.whmp.co.uk

Dr knows best!

Your Dr is best placed to provide effective management of your healthcare as we are the ones that hold your medical records and have the expertise and support staff to achieve this. No other organisation has access to such information to support the

decision making and provision of care that we are in a position to provide.

This is particularly important if you have an ongoing medical condition, for example hypertension or diabetes. Other non-NHS

organisations may offer to take over your care but what they can offer is limited by their lack of knowledge and expertise that can be found at your Drs' practice.

So remember, Dr knows best!