

Winter 2014

Online Prescriptions

We now have a 24 hour automated repeat prescription line, telephone 01355 578065 choose option 5. Only medication on your repeat prescription list can be asked for on this line. Patients can still use our online prescription service for requesting repeat medications. This will help workers to order their prescriptions from home or work at any time of the day or night.

Appointments System

We have changed our appointments system again. There is no perfect system and no matter which system we use there are complaints. However we did notice that there were more complaints than previously regarding the recently trialed system, of all appointments being "book on the day". We have therefore reverted to a system where 50% of appointments are pre bookable and the remainder are for on the day and emergencies.

Additional Winter Hours

The surgery will be open for URGENT CARE ONLY between 08.30 am and 12.30 pm on Saturday 27 December 2014 and Saturday 3 January 2015. Patients can also order and collect repeat prescriptions during these times.

Patient Group

We are looking to form a small patient group with approximately 6 patients to discuss our patient access action report if any patients are interested if they could leave their name and contact telephone number at the front desk for the attention of Karen Morrison, Practice Manager.

NHS 24 will deal with all enquiries during the festive period when the surgery is closed dial 111.

Strathmore Surgery wish all their patients a Happy Christmas and a prosperous New Year.