

## Surgery Opening Hours

08:00-18:30 Mon-Fri

The Surgery will be **closed** for staff training from 12:30 on:

17 June  
15 July  
05 August  
16 September  
28 October  
11 November

## Out of hours services

Corby Urgent Care Centre  
Cottingham Road  
Corby NN17 2UR  
Tel: 01536 202121

08:00–20:00 7 days a week

**Life-threatening conditions**  
Phone 999

**Urgent Medical Assistance**  
Phone 111

**Your PPG**  
Works with the practice to facilitate improvements and acts as a critical friend.

New volunteers welcome. If you are interested in joining the PPG, please have a look at the website on and click the Patient Group link

## CORONAVIRUS – SURGERY UPDATE

### 28 MAY 2020

We are advising all patients not to attend the surgery unless absolutely essential. Where possible we are asking patients to book in telephone consultations. If you have an appointment already booked and wish to change this to a telephone consultation, please contact the surgery so we can arrange this.

Going forward, we will only be offering telephone triage in the first instance, and the practitioner will decide whether it is appropriate for you to attend the surgery. If you have an appointment booked, we are asking patients to wait in their cars and the clinician will call you when they are ready to see you. Please do not attend the surgery when we open at 8 am and telephone instead.

We are working our telephone providers to ensure we have the maximum number of phone lines open and have called in additional support. Please ensure that you have updated us with your correct details prior to your appointment. If you haven't already done so please nominate a pharmacist for your prescriptions to be sent electronically, as we will not be open for collection. We appreciate your cooperation and patience during this time; we are doing our utmost to protect our patients and staff in the current situation.

## CONTROLLED DRUGS

Please be aware that all controlled drugs have now **been removed from your repeat prescription**. These are now classified as acute medication, which means you have to request them via your prescription, as needed and when due. (If you use online services please use the message box at the end.)

This does not mean you can't be prescribed your medication, but you have to specifically request them.

Controlled Drugs are stronger forms of medication such as painkillers, tranquillisers, stimulants and medicines which help with addiction. Some examples are **buprenorphine, gabapentin, mazindol, meprobamate, midazolam, pentazocine, phentermine, pregabalin, temazepam, tramadol, morphine** and **methadone**.

Controlled Drugs are essential to modern clinical care. As such, it is essential that **NHS England** enforces robust arrangements for the management and use of these to minimise patient harm, misuse and criminality.

## OVER THE COUNTER MEDICINES

NHS England has recommended that medicines for minor ailments such as colds, hay fever and mild dry skin should no longer be routinely prescribed. Paracetamol and vitamin supplements can be bought from a pharmacy or supermarket, often for less than the cost of a prescription.

A pharmacy will be able to give you advice if needed.

## SOCIAL PRESCRIBING

A **new, free service** available to adults (18+) who are ready to make a change in their lives to improve their health and wellbeing.

A **Social Prescribing Link Worker** will support you to access activities and services within your community, enabling you to improve your health and wellbeing helping you to stay well.

**How does it work?** A member of your GP practice team may suggest a referral to the Social Prescribing Service. A Social Prescribing Link Worker will make contact with you to talk to you and find out more about what you would like help with. The link worker can arrange an appointment at a time and place convenient to you.

### A Social Prescriber is:

- Confidential, practical, helpful, non-judgmental
- Someone who can help you to decide what you'd like to do to improve your health and wellbeing by finding you activities that will suit you
- Someone to support you on your way

### Services available may include:

- Healthy lifestyles and activities
- Arts, music, outdoors and creative
- Befriending, counselling, support
- Housing benefits, financial advice
- Employment, training and volunteering
- Education and learning
- Access to specialist services

## Q DOCTOR

This is an on-line consultation service. More information is on [www.qdoctor.io](http://www.qdoctor.io)

## CQC INSPECTION

The CQC visited the Surgery in February and gave an overall rating of **Requires Improvement**. Three of the five criteria have been rated **Good** and two rated **Requires Improvement**. The report is available on [www.cqc.org.uk/location/1-547103717](http://www.cqc.org.uk/location/1-547103717).

The rating reflects a tremendous effort by all the staff to address the areas of concern highlighted in the previous report.

## NEW STAFF

Stacey Payne, Deputy Practice Manager

Jo Watt, Receptionist

Carla Lilley, Receptionist