

REPEAT PRESCRIPTIONS

If you are on regular medication and have seen the doctor within the last 6 months, you may be able to obtain a repeat prescription without seeing the Doctor. You can request your prescription by either telephoning the Practice on weekdays or calling along the Health Centre.

The following points will explain how the system works:

- The Patient requests the prescription (Please give the name of the medication as it appears on the label)
- The Office Staff write out the prescription
- The Doctor signs all the prescriptions once daily
- The local chemists, Boots & WHB Sutherland, collect the signed prescriptions from the Health Centre
- The chemists dispense the prescriptions
- The Patient collects their prescription from the chemist

As you can appreciate this can be a lengthy process from the request until the chemist has dispensed the prescription and therefore we require at least 24 hours notice to ensure that your prescription will be ready for you.

WELL DONE

Well done to members of staff who have recently completed qualifications as follows:

Paula Craigie (Practice Manager)

Certificate in Management

Maureen Firth & Deborah Stove (Reception)

SVQ Level 3 Business Administration

Wendy Gardens (Reception)

SVQ Level 2 Business Administration

Cindy King (Practice Nurse)

Marie Curie Breast & Cervix Cancer Prevention Course

THE ROLE OF.....

Each issue we hope to feature the role of members of the practice team, We will start with the Receptionists, who are usually your first point of contact (also they typed this newsletter so got in first!).

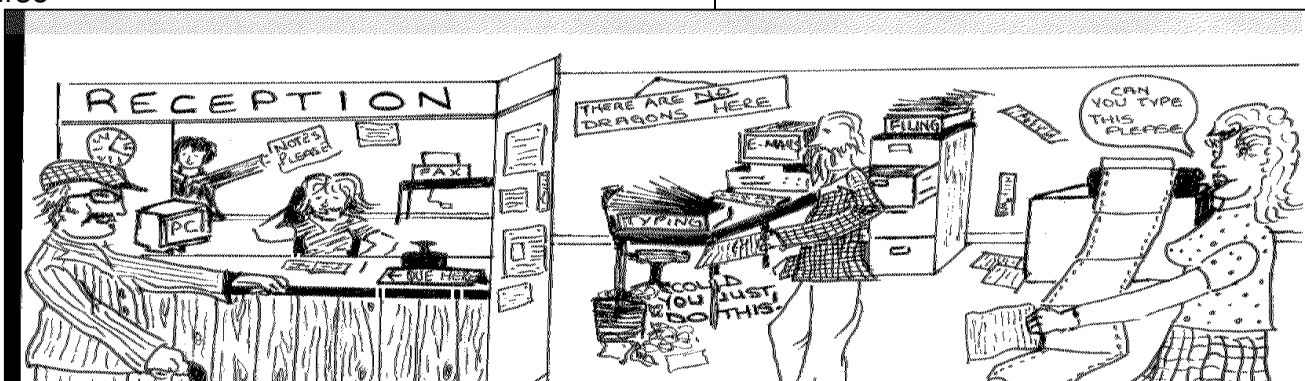
.....THE RECEPTIONIST

The role of the Receptionist is a varied and demanding one. We are the first point of contact for patients so it is important that we make them feel welcome.

Although a large part of our duties revolve around answering the telephone, we are also involved in many other duties, including typing, repeat prescriptions, filing, hospital travel arrangements, arranging clinics, etc, etc, etc...

It is important to have a good working relationship both with each other, and the Doctors. One of our roles is to liaise with the Doctors on our patient's behalf. Therefore it may be necessary to ask questions regarding patient's health and although they may seem to be of a personal nature it helps the Doctor to assess how visits, queries etc should be dealt with. Reception staff are all bound by the same rules of confidentiality as the doctors and nurses.

Although this is a busy office and we can be dealing with more than one matter at the same time, we will always take the time to deal with your questions and hope that the image of the "dragon" Doctor's Receptionist does not apply in our Practice!!



Typical Day at Skerryvore Practice Reception!!