

WELCOME TO OUR PATIENTS'

NEWSLETTER

April 2017

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Ahmeys Midnight Pharmacy, Oxford is closing

Ahmeys Midnight Pharmacy at 150 Oxford Road, Cowley, Oxford OX4 2EA is closing on 11 May 2017.

Why is the pharmacy closing?

Ahmeys Ltd own and manage two pharmacies at 150 and 158 Oxford Road, Cowley, which are very close together. They wish to concentrate their business at 158 Oxford Road.

I am a patient who uses this pharmacy, what do I need to do?

Alternative Pharmacy

If you use Ahmeys Midnight Pharmacy there are a number of alternative pharmacies in the area, including four pharmacies within a mile of The Oxford Road Pharmacy 158 Oxford Road. Please see the poster in the Surgery or for a full list of pharmacies in Oxford please see NHS Choices at www.nhs.uk

Electronic Prescription Service (EPS)

If you use the Electronic Prescription Service (EPS) and have nominated Ahmeys Midnight Pharmacy, you will need to change to an alternative pharmacy; you will not be automatically transferred to 158 Oxford Road. You can do this by contacting the new pharmacy of your choice.

Repeat prescriptions

If you have your repeat prescriptions collected from the local GP practice and delivered by Ahmeys Midnight Pharmacy you will need to contact an alternative pharmacy to arrange for them to do this and deliver your medication; you will not be automatically transferred to 158 Oxford Road. You will also need to inform your GP practice which pharmacy will now be collecting your prescriptions

Drug Services

If you currently access substance misuse services including supervised consumption at Ahmeys Midnight Pharmacy you will need to speak to your nurse or drugs worker as soon as possible, who can support you to choose an alternative pharmacy to collect your prescription from. Turning Point drug and alcohol service can help you with this. Their single point of contact number is: 0300 0134776

HOW TO ACCESS APPOINTMENTS AT ST CLEMENTS SURGERY

You can book appointments in **4 ways**:

1. Online via our website

www.Stclementssurgery.org (you will need to register for the Patient Access service, either through the website or at reception)

2. **Telephone 01865 248550**, and choose **option 1**. If you are making a routine appointment, please note that our phone lines are very busy from 8.30-9.30am.

3. **Queue outside the surgery before 8.30 am** for a same day appointment. This service is available Monday to Friday and there are a limited number of appointments available. If there are no appointments, you will be offered a same day telephone consultation. The doctor will call you back and decide on the necessary steps forward.

4. **Come to the Surgery** and speak to our reception team.

Appointment types:

Open Surgery- 0830 – 1130am (Mon-Fri) – bookable on the day, first come first served

Routine Clinics: - Afternoons – Bookable 3weeks in advance

Early Mornings:- Dr Kotnis 07.00 – 07.50 (Tues)

Evenings: - Dr Bratby 1830 – 19.50 (Tues)/ Nurse Christine (6 pm – 8pm)

Reception Opening Times:

Mondays and Fridays- 0830 - 1800

Tuesdays - 07.00 – 20:00

Wednesdays and Thursdays- 0830 - 1700

Please do not go to A&E during the surgery opening hours without speaking to your GP first

If there are no appointments and your query is urgent a doctor will call you as soon as possible

Out of Hours (after 6.30 pm, Weekends/Bank Holidays)

If for any reason you need to be seen Out of Hours please contact the NHS on **111**. The service will give you advice or arrange for you to see a doctor

As long as you are registered with a GP, the 111 service send your details electronically to your GP at the end of the assessment.

Emergency Number 111:

An emergency is a medical problem that cannot wait until 8am the following morning or at weekends until Monday morning.