

ACCESSING OUR SERVICES

Due to unprecedented demand for GP services, we would be very grateful if you could read the following to ensure you access our services appropriately. Thank you.

This document includes information on:

- Zero Tolerance
- Accessing your pharmacy with minor health issues
- How to order your medication
- Patient emails
- How to access your Covid-19 vaccination status
- New Data Collection Service

ZERO TOLERANCE

We are experiencing an exceptional surge in demand for our services and sadly this has led to an increase in abusive and aggressive behaviour toward our reception staff.

We operate a zero tolerance policy and any such behaviour toward our staff will be treated very seriously. Please be patient during this very difficult time and treat our staff with respect and courtesy. They are working very hard to accommodate your requests with a system that has been dictated by the pandemic and is not of our choosing. We are trying to work in a manner that is as safe and effective as possible.

If you have any concerns that cannot be dealt with by one of our receptionists please ask to speak to our Practice Manager.

YOUR PHARMACIST CAN HELP WITH MINOR HEALTH CONCERNS

Help us help you by speaking with your local pharmacy team about minor health concerns before they get worse. They can help with clinical advice for all sorts of illnesses right there and then, and if your symptoms suggest it's something more serious, they have the right training to ensure you get the help you need from a doctor or at a hospital. The NHS App (see next page) also contains useful information about common minor ailments.

What can pharmacists help you with? They are the right people to see for minor health concerns such as:

- Sore throats
- Coughs, colds and flu
- Tummy troubles
- Aches and pains
- Red eyes
- Sleeping problems
- Athlete's foot
- Mouth ulcers
- Constipation and diarrhoea

ORDERING YOUR MEDICATIONS

We do not accept telephone requests for medication

Repeat medication can be requested by:

- Ordering online
- completing a request slip
- arranging with your pharmacy

Ordering Online

NHS App – Download the app to your device. You will need to set up an NHS login and prove who you are. The app then securely connects to your GP surgery to enable you to order repeat medication, book appointments (when available online), view your medical record and get health advice. **From the 17 May 2021 you can access your Covid-19 vaccination status online via the NHS App – please see the next page for details.**

SystmOnline - To access this service for the first time, please email the surgery at queens.ave@nhs.net with a form of photo ID (passport, photocard driving licence etc) and request to register for online services. You will then be provided with details via email to enable you to sign up to the online services.

Request Slip

Complete the request slip that should accompany your medications (or ask your pharmacy for one when you collect) and put in our postbox outside the surgery or post to us at:

Queens Avenue Surgery, 14 Queens Avenue, Dorchester, Dorset, DT1 2EW.

Arrange with your Pharmacy

Your chosen pharmacy can help you with ordering your prescriptions and most provide a free delivery service for those who are unable to collect in person and have no-one to support them.

You can choose a pharmacy or dispenser to dispense all your prescriptions. We can send the request electronically to the dispenser you have chosen. You can collect your medicines or appliances without having to hand in a paper prescription.

Paper prescriptions will continue to be available in special circumstances, but almost all prescriptions will be processed electronically.

Please allow 48 hours from requesting your medication to collecting your prescription.

PATIENT EMAILS

Please do not email the practice to request an appointment, consultation, referral or to seek medical advice unless previously agreed with your GP.

I am sure you will appreciate how difficult it is to manage patient care across the practice at this time and the need to filter appointments via the appropriate method is vital to successfully achieving this.

As email is not an approved form of online consultation, we cannot accept any liability for advice and treatment that may be required as a consequence of using this method of communication.

We therefore ask you to please contact the surgery in the usual way on 01305 262886 and request a telephone consultation to discuss the detail of your email with your registered GP in the first instance or to visit our website at www.Queensavenue.co.uk and submit an eConsult.

How to access your COVID-19 vaccination status

You can access your COVID-19 vaccination status through the free [NHS App](#) from 17 May. You can access the app through mobile devices such as a smartphone or by tablet. Proof of your COVID-19 vaccination status will be shown within the NHS App. We recommend that you register with the app before booking international travel.

If you do not have access to a smartphone and know that the country you are travelling to requires COVID-19 vaccination status, you can call the NHS helpline on 119 (from 17 May) and ask for a letter to be posted to you. This must be at least 5 days after you've completed your course of the vaccine. We expect the letter to take up to 5 days to reach you.



Do not contact your GP surgery about your COVID-19 vaccination status. GPs cannot provide letters showing your COVID-19 vaccination status.

[Demonstrating your COVID-19 vaccination status when travelling abroad - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/demonstrating-your-covid-19-vaccination-status-when-travelling-abroad)

NEW DATA COLLECTION SERVICE

From 1st July 2021 a new data collection service will commence and will be known as the General Practice Data for Planning and Research (GPDfPR) which will replace GPES (a current extraction).

For further information please click on this link: <https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/transparency-notice>

See our latest news section for access to the Type 1 Opt-Out Form.