

Medication Reviews

Medication review dates appear on your repeat prescription request slip next to each individual item.

If you order your prescription on-line, your repeat prescription list will be disabled if you are overdue a medication review.

In this instance please continue to request your prescription via your Pharmacy, by post or in person to the Health Centre, Bradford on Avon.

The Prescription Team will highlight the review date to the Doctor who will assess your medication. If an appointment is required the Doctor will inform the receptionist to contact you to arrange.

On some occasions, your Doctor may stop your medication if it is considered unsafe to prescribe before a clinical review is completed. This is to ensure that your medication is correct, at the right dose and that you are getting the best from your medication. The receptionist will contact you to advise.

Housebound Patients

Any housebound patient that has difficulty ordering their repeat prescription can contact our Transforming Care for Older People Team for support on 01225 860812.



Sickness Certificates

Illness lasting 7 days or less:

Your employer may require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website.

Illness lasting more than 7 days:

Most employers will require a medical certificate from your GP confirming your illness and inability to work. This will ensure that you receive company sick pay or statutory sick pay (SSP) from the government.

To initiate this request please complete a medical certificate application form available from St. Damian's Surgery and ring the bell to hand your form to the receptionist. In most cases your certificate will be ready in 3 working days.

Forms

Subject/Form	Location
Collection of Death Certificates	St. Damian's Reception: ring bell for assistance.
Medical Record Application Forms	St. Damian's Reception: ring bell for assistance.
Samples	Waiting area depository. All samples received by 12.30pm Mon-Fri.
Self-referral forms to Podiatry or Physiotherapy	Waiting area.
Wiltshire IAPT service (Mental Health) packs	Waiting area.



**BRADFORD ON AVON &
MELKSHAM HEALTH
PARTNERSHIP**

St Damian's Surgery Reception Services

Surgery Opening Times:

8.30-12.30
Monday, Wednesday & Friday

8.30-12.30 & 14.30-18.00
Tuesday & Thursday

Telephone Number:

01225 898490
or
01225 866611

Website:

www.boamhp.co.uk

**No Fax Facility as from 1 April
2019**

Leaflet created: 13.03.19

New patients

We are delighted to accept new patients who live in the surrounding area onto our Practice list. Please visit our website to view our Practice boundary or pick up a copy in the waiting area.

You can register by filling out the relevant paperwork and showing ID to the receptionist at the Health Centre, Bradford on Avon.

To make an appointment

Please telephone the appointments team on 01225 865200 based at the Health Centre, Bradford on Avon between 8.30am-1.00pm and 2.00pm-5.30pm Monday to Friday.

Appointments can be arranged by this team to be held at St. Damian's Surgery (please specify site location).

Please refer to the 'call first' appointment system leaflet for more detailed information.

To cancel an appointment

If you are unable to attend your appointment, please inform the Practice via:

- ⇒ **Telephone or TEXT message** to 01225 860025 (24 hours a day, 7 days a week) leaving a voice message. When using this service please remember to include your full name, date of birth and the date and time of your appointment.
- ⇒ **On-line** using the 'cancel appointment' section. Please see overleaf for details on how to register for an account.
- ⇒ Contacting the receptionist on 01225 865200.

To request my prescription

As from 1 March 2019 the St. Damian's Surgery reception are no longer processing repeat prescription requests and this will now operate at the Health Centre, Bradford on Avon.

You will be able to order your prescription in one of the following ways:

- ⇒ **Via your Pharmacy** – by dropping your request slip in at your Pharmacy with their agreement.
- ⇒ **On-line** – via the prescription ordering page. Please see overleaf for details on how to register for an account.
- ⇒ **By Post** – to the Health Centre, Bradford on Avon, Wiltshire, BA15 1DQ.
- ⇒ **In Person** – by dropping your request slip in at the Health Centre, Bradford on Avon.



Please allow 2 working days for your prescription to be processed.

If you are collecting your medication from a Pharmacy please allow a further 2 working days to enable them time to dispense your items.

Collecting my prescription

If you normally collect your prescription from St. Damian's Surgery you will now be required to collect from the Health Centre, Bradford on Avon.

Alternatively, we can send your prescription electronically to a Pharmacy of your choosing. To register for this service please contact your local Pharmacy or telephone the Prescription Team on 01225 866611

The Prescription Query line is open:

Monday to Friday – 9am-11am & 2pm-4pm (except the line will be closed on Friday afternoons).

In line with CQC guidance of the safe management of medicines all prescription requests are not accepted over the telephone.

Registering an On-line Account

Services available:

- * Ordering your prescription.
- * Booking an appointment.
- * Cancelling an appointment.
- * Summary of your medical record.
- * *Results (coming soon).*

To register for an account you can either show proof of ID to the receptionist or answer security questions over the telephone. Please ring the bell at reception for assistance.

For further details on registering an account for a family member please speak to reception.