

DISPENSARY CHANGES

SEPTEMBER 2017



We are pleased to announce that over the August Bank Holiday weekend our Dispensary was refurbished and **doubled in size**.

This expansion has allowed us to open a **second** access point to the Dispensary to improve the flow of prescriptions and medication and hence reduce waiting times.

We would therefore ask that the two access points are used as follows:

- 1) The original Dispensary access point (now known as “**Dispensary A**”) is for the dropping off of prescriptions received during a consultation with a GP and the subsequent collection of the medication arising from that prescription.
- 2) The new access point (known as “**Dispensary B**”) is located in the Conservatory and is for the dropping off of repeat prescription requests and the collection of medication arising from that repeat prescription.

With regards to the ordering of repeat prescriptions/medication, we would very much appreciate it if you would order your medication on-line via www.rosedeansurgery.co.uk/prescriptions1.aspx (you will need to register in advance of using this service – full details are available by following the above link) or by using our 24 hours/day, 7 days/week voicemail service which can be accessed by dialling (01579) 341924.

If you would like help with our on-line ordering system please contact the Practice’s IT Administrator, Dawn Morse, on (01579) 343133.

Whilst we do still provide the option to speak to a member of our Dispensary staff to order repeat medication it takes much longer for us to process such requests this way and hence reduces overall Dispensary efficiency. **Therefore from Monday 11th September we will be accepting telephone calls within the Dispensary from 11am until 4pm each working day.**