

NHS Prescription Charges from 1 May 2024

Charges for prescriptions and prescription prepayment certificates (PPCs) will increase by 2.59% from 1 May 2024. Charges for wigs and fabric supports will increase by the same rate.

A prescription will cost £9.90 for each medicine or appliance dispensed.

If you pay for your prescriptions and have more than 2 prescription items each month you may wish to consider obtaining a prescription pre-payment certificate.

Details how to obtain either pre-payment certificates are available following the link below:

<https://www.nhs.uk/nhs-services/prescriptions/save-money-with-a-prescription-prepayment-certificate-ppc/>

Cressage Roadside Parking

Please be aware of other road users when parking on the road outside of the Surgery.

Farm vehicles and public transport frequently use this road, please park considerably to allow wide loads to pass safely.

Sample Collections

The Reception team will only accept samples from patients that have been requested by a member of the clinical team. This is to ensure that the patient is provided with the correct pathway of treatment and care.

Samples are collected by Hospital transport each day therefore, samples need to be provided by patients no later than 10.30 on that day.

Please ensure all sample bottles are clearly labelled with name, dob and date and time of sample taken.

samples that have not been requested by clinicians will not be accepted.

We appreciate patient cooperation and support in following the appropriate advice provided.

Prioritising Our Patient Calls - We are making contacting us a little bit easier

We are pleased to inform our patients that a new automated callback service called "Keep My Place in Queue" is now available at busy times as an option for our patients when contacting the Practice.

The automated callback function allows a caller to choose to be called back rather than wait on hold in the phone queue. When a receptionist becomes available, the system will call you back and when you answer, you will be connected to the receptionist.

There is no additional charge for patients to receive a call back from the Practice. We will call you back on the number displayed, please note this service will not work with withheld telephone numbers.

If you are unable to answer your telephone when the receptionist is calling you back, you will unfortunately lose your position in the queue and will need to call the Practice again.

If your telephone or mobile goes to voicemail while we are calling you back because your mobile phone is switched off or not in signal range the receptionist will leave you a voice message instructing you to call us back at your next convenience.

We hope that the new feature on the phone system will improve patient access to speak to a member of the reception team at our busiest times.

Practice Closures

The Practice will also be closed on the following bank holidays:

Bank Holiday Monday 6 May

Bank Holiday Monday 27 May

If you have an urgent healthcare problem which cannot safely wait until the surgery is open, please call 'Out of Hours' on 111.

Reminder to order your medication in plenty of time before the Practice closures.
Thank you.