

# BAMPTON MEDICAL PRACTICE

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## Important update for patients requesting repeat medication from Carterton Health Centre

We are pleased to provide a service for the Carterton community from our branch surgery but it is now necessary for us to streamline our reception support to make sure we remain responsive to national policy changes in primary health care.

Receptionists provide key support for the clinical team and they also respond to patient questions. In the next few weeks we will be reducing the number of receptionists at the branch surgery in Carterton from two to one each morning. The clinical team will stay exactly as it is.

To enable this change, some administrative tasks will be relocated to Bampton to take advantage of the larger staff capacity and longer opening hours there.

### What should you do with your request for a repeat prescription?

Paper requests should be delivered to Carterton.

Requests are also welcome online login in the usual way.

Please **do not** make routine requests by telephone.

Requests will be processed at Bampton in the afternoons.

You will not normally need to collect your prescription from the surgery.

You should allow **two working days** for your prescription to reach your chosen pharmacy.

After this, it takes up to three days for the pharmacist to prepare your medications for collection.

Please ask your pharmacy for more details.

### Please make sure you allow enough time for your medications to be dispensed.

If you want to change your nominated pharmacy, just let reception staff know.

Thank you for your support

Dr John Uden

Dr Nick Ward

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