



DECEMBER 2021 - ISSUE 4

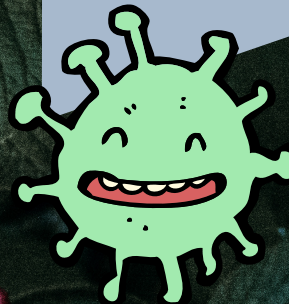
COVID-19

The government have recently announced that all over 18s will be offered a booster by the end of the year. In order to increase our vaccination capacity as instructed we have had to rearrange some routine appointments so we apologise for this.

Please book in with us if you have received an invite link or you can call 119 or book online at: Book or manage a coronavirus (COVID-19) vaccination - NHS (www.nhs.uk) to arrange an appointment at another local site.

We have administered over 1600 flu vaccinations this season and are still making appointments so it isn't too late to book in!

If we have invited you but you do not wish to have the vaccine this year, please let us know so we can update your records.



FLU
FLU
FLU

Please note that we are unable to issue letters to exempt you from wearing a mask or receiving the Covid vaccination. Please call 119 in the first instance who will be able to advise you. 119 can also assist with issues with your Covid pass so please do not call the practice as we are unable to help.



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Closure of Prescription Line

After many years of accepting repeat prescription requests over the telephone, we have taken the difficult decision to terminate this service from Friday 28th January 2022.

The most important reason for this decision is to release staff to answer the main reception phone line. The practice is getting busier and busier and we now have over 10,400 patients - many of which are on repeat medication for complex conditions. We have received growing numbers of complaints about the wait time on the prescription line and we do not have the capacity to dedicate any further resources to it. By closing the line, the member of staff will be able to answer the main phone line and/ or man the front desk. Overall, this will improve access to the practice, decrease waiting times on the telephone and offer better support to our patients.

Prescriptions can be requested in the following ways:

- Drop your repeat slip or written request into the practice prescription box
- Submit at the reception desk
- Order via the NHS App/ SystmOnline or other third-party apps
- Services such as Pharmacy2U
- Email to nnccg.windmill@nhs.net – be sure to include your full name, DOB and which items you are requesting

We require 48 hours/ 2 working days' notice for prescriptions so please ensure you order before you run out.

Thank you for your understanding.

HAPPY *Holidays*



Wishing all of our patients a Merry Christmas and a Happy New Year. Thank you for your continued support and patience during what has been a very challenging year for us all. Here is to a happy and healthy 2022.

From all the staff at

**THE WINDMILL
PRACTICE**

