

FROM THE POND TAIL SURGERY & PATIENT PARTICIPATION GROUP

## How to Order Your Repeat Prescriptions Using an App

To order your repeat prescriptions, please consider using the patient access or NHS app.

These free apps give you access to your medical record (including test results), as well as being able to order your medication.

Both apps are available to download through your appstore and are really easy to use. Alternatively you can access both through your computer's web browser:

<https://www.nhs.uk/nhs-app/account/>  
<https://www.patientaccess.com/>

You will first need to set up an account by following the instructions.

In both apps you order your medication by selecting "Order a Prescription" or "New Medication Order" button.

You can then select which medications you wish to order. There is the option to include a message, such as ordering a medication that is not on your repeats list.

Once submitted your request comes through to the surgery for issuing, and your prescription will be sent electronically to your chosen pharmacy.



Please remember to allow 3 working days for the surgery to process your medication request, plus additional pharmacy processing time.

If you are ordering on behalf of somebody else, or do not wish to use the NHS or Patient Access App you can order your prescriptions via our surgery website ([www.pondtailsurgery.nhs.uk](http://www.pondtailsurgery.nhs.uk)) without needing an account. You can also order medication in writing, by dropping your request into the surgery.

### Who is eligible for free prescriptions?

are 60 or over  
are under 16  
are 16 to 18 and in full-time education  
are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)  
have a specified medical condition and have a valid medical exemption certificate (MedEx)  
To check your eligibility for free prescriptions, use the link below  
<https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/who-can-get-free-prescriptions/>

## Booking an Appointment



All appointments can be made by telephone, routine doctors and all nurse appointments can also be made by the surgery website.

The surgery has a variety of doctors and Advanced Nurse Practitioner appointments available;

- Routine Appointments: bookable anytime.
- 48 Hour Appointments: Released 2 working days in advance at 8am
- On the Day Appointments: For urgent on the day issues, released at 8am on the day.

Patients can choose whether they wish to be seen face to face or would prefer a telephone consultation.

Nurse and Healthcare Assistant Appointments are all available to book as far as the diaries are available, usually 4 weeks.

You will be asked for a brief description of the reason for your appointment. This is to ensure that you are booked in with the correct clinician within the most appropriate time frame. Please feel reassured that this information will be treated in the strictest confidence.

## Your Patient Participation Group at Pondtail

We are a group of patients aiming to represent people of all ages and needs who use Pondtail Surgery. We work with the doctors and managerial staff to ensure that the service provided is one that works well for the community. Please let us know how we are doing. It is your feedback that guides us. For example do you find it easy to get an appointment? Can you read the text messages from the surgery? Is the new prescription ordering service working for you?

You can get in touch by contacting the Surgery reception or by email [godstoneppg@gmail.com](mailto:godstoneppg@gmail.com).



With your questions and comment we can work with the Surgery Team to plan and develop the best possible service for you, the patients.

Could you be part of our team? For example are you a parent of young children? Are you someone who cares for a family member with complex needs? Your input would be invaluable. Meetings are in the evening only once every 2 months and last about an hour and a half. If you are interested, please get in touch by email [godstoneppg@gmail.com](mailto:godstoneppg@gmail.com).



## New GP Surgery proposed at Godstone Quarry development on Bletchingley Road

Ashill Land has recently submitted a planning application to Tandridge District Council for a mixed-use development comprising 140 new homes. The proposed application will also provide a new Health Centre in partnership with DHC GP Federation (Dorking Healthcare), to replace Pond Tail Surgery.

Subject to NHS approval, this new purpose-built facility will deliver eight consulting rooms and increased parking for patients.

In their press release, Michael Arnaud, CEO of DHC GP Federation commented: *"We are delighted that a new health centre is being offered by Ashill Land as part of their proposal. This is an excellent opportunity to develop a new facility that will enable us to provide high quality healthcare for our growing local community and deliver better health outcomes"*

*"A large, modern health centre will ensure that more GP appointments will be available and that we can extend the range and quality of services offered. Allied healthcare professionals including social prescribers, first contact psychotherapy practitioners, care coordinators and physician associates are likely to complement the existing team, resulting in integrated healthcare that will serve patients well into the future."*

*"We hope that this new site will offer maximum flexibility to incorporate future changes including increased training capacity for healthcare professionals."*

A number of new services will be offered on the new site, allowing more specialist care to be provided closer to patients' homes.

A treatment room within the site will allow the practice to host speciality clinics, such as gynaecology and contraception clinics, reducing unnecessary referrals and travel. Services will also be more accessible with tele-health services for patients, allowing remote monitoring of health conditions as well as a new hub for digital health services and triage including video consultations and online patient advice. This will enable clinicians to take remedial action before patients deteriorate or require hospital admission.

The new practice will incorporate additional clinical space to facilitate the employment of multi-disciplinary care planning teams, providing a reduction in emergency attendances or admissions to hospital for the over 75s. By incorporating additional healthcare professionals, the intention would be to specifically target and improve detection of conditions such as Dementia, Obesity and Pre-diabetes to allow early intervention before morbidity.

The practice would also aim to increase opportunistic health advice and self-management by more NHS health checks. The practice is not currently a GP training practice but has an ambition to register as a training practice using the additional space.

You can find out more about the application on the Tandridge District Council planning portal.

## Surgery Schedule

*(Subject to leave/training etc)*

The surgery is open from 8am - 6.30pm daily (8pm on Thursdays).

Telephone lines are open at all times except 12pm - 1pm

### Monday

Dr Shelina Jaffer (Duty)  
Dr Akudo Umeh  
Dr Emma Linnard (AM)  
Sharon (ANP)  
Emma (Nurse)  
Sylvie (Phlebotomist)  
Beverley (First Contact Physio)  
Usma (Pharmacist)

### Tuesday

Dr Akudo Umeh (Duty)  
Dr Emma Linnard (AM)  
Sharon (ANP)  
Gill (ANP)  
Emma (Nurse)  
Laura (First Contact Physio)

### Wednesday

Dr Emma Linnard (Duty)  
Dr Shelina Jaffer  
Dr Ed Tang  
Sharon (ANP)  
Emma (Nurse)  
Natasha (Healthcare Assistant)  
Sylvie (Phlebotomist)  
Usma (Pharmacist)

### Thursday

Dr Penny Geer (Duty)  
Dr Shelina Jaffer  
Dr Akudo Umeh  
Gill (ANP)  
Natasha (Healthcare Assistant)  
Usma (Pharmacist)

### Friday

Dr Ed Tang (Duty)  
Dr Akudo Umeh  
Gill (ANP)  
Natasha (Healthcare Assistant)  
Sylvie (Phlebotomist)  
Usma (Pharmacist)

**ABUSE IS NOT IN  
A DAY'S WORK**



We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

DO YOU NEED THIS IN LARGER PRINT? PLEASE ASK THE SURGERY