

**Staunton and Corse
Surgery**

Surgery Opening Hours

Monday 8.30am – 1.00pm, 2.00pm – 6.30pm

Tuesday 8.30am – 1.00pm, 2.00pm – 6.30pm

Wednesday 8.30am – 1.00pm, 2.00pm – 7.30pm

Thursday 8.30am – 1.00pm, 2.00pm – 6.30pm

Friday 8.30am – 1.00pm, 2.00pm – 6.30pm

***Please Note: we are closed from 1pm – 3pm
every second Friday of the month for staff training***

Surgery Telephone Opening Hours

Monday – Friday
8.00am – 1.00am, 2.00pm – 6.30pm

Please Note:

The Dispensary Query Line now has a dedicated
telephone number:

01452 938578

**The Reception Team cannot deal with prescription
enquires.**



Staunton & Corse Surgery website:

www.stauntonsurgery.co.uk

Visit our website to contact the surgery:

- Self-Refer to Physiotherapy
- Self-Refer to Podiatry
- Self-Refer to Adult Social Prescribing
- Self-Refer to Child Social Prescribing
- Cancel an appointment
- Order your repeat prescription
- Ask the Dispensary or Pharmacist a question
- Synchronise your prescription
- Complete a dispensing review use of your medications
- Request a sick (FIT) note
- Get test results
- Request a referral
- Contact the practice
- Ask the practice a question
- Ask Reception a question
- Register for online services
- Change your personal details
- Register as a Carer
- Join our Patient Participation Group
- Request a medical report
- Opt out of the Summary Care Record
- Register your Type 1 Opt-Out preference
- Give feedback to the practice
- Take part in the Friends and Family Test



**Via the website you can also complete the following
health reviews**

- Submit a blood pressure review
- Travel risk assessment
- Asthma Review (Adults)
- Contraceptive Pill Review
- Smoking Review
- COPD Review
- Epilepsy Review
- Oxford Hip Score
- Oxford Knee Score
- Patient Health Questionnaire (PHQ-9) & Generalised Anxiety Disorder Assessment (GAD-7)
- Cancer Concerns Checklist
- Immunisation Consent Declined
- We have live local health services information available via the website. This gives you live waiting times for Minor Injury and A&E Departments in the area.
- Concerned about your hospital referral, see the 'Hospital Appointments' tab on our home page. This provides you with contact details to enquire about a hospital referral or the waiting time for your hospital appointment.



You can use the NHS App to request a repeat prescription, browse your NHS health information and receive messages from the practice and much more...see the accompanying leaflets for more details...

Be sure to enable your notifications once you have installed the app so that you receive messages from the practice.

- Log in to the NHS App
- Select the  icon in the top right-hand corner of your screen
- Select 'Settings'
- Select 'Manage Notifications'
- Select 'ON'

The Staunton and Corse Surgery Team

Dr Mungo Chambers
GP Partner

Dr Brenton Fisher
GP Partner

Dr Sarah Humphries
Salaried GP

Dr Catherine Kingcombe
Salaried GP

Dr Jess Somerton
Salaried GP

Karina
Urgent Care Practitioner/Nurse Manager

Nurjahan
Urgent Care Practitioner

Phil
Urgent Care Practitioner

Jo
Practice Nurse

Vicky
Practice Nurse

Pauline
Healthcare Assistant

Pam
Clinical Pharmacist

The Staunton and Corse Surgery Team cont...

Georgina
Pharmacy Technician

Mel
Musculo-skeletal Specialist

Sara
Midwife

Isabelle
General Practitioners Assistant

Sam
Management Lead for Reception

Reception Team

Briory
Caroline
Louise
Suzanne

Medical Secretaries

Caroline
Rose

Clinical Summarisers

Sheila
Vivien

Practice Manager

Louise Tweney

**Staunton and Corse
Surgery
The Dispensary**

Repeat Prescriptions

Please allow 3 full working days from ordering your prescription to collecting...

Order Day	Collection Day
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

You can order your prescription via the Staunton & Corse Surgery website:

www.stauntonsurgery.co.uk

or by using the **NHS App**

Please ensure that you check for any responses to your repeat prescription request...you may be asked to book a review appointment

or

Tick the items you require on your repeat slip and post in the prescription box at the practice



Do you take regular repeat medication?

**Why not take advantage of our
Monthly Repeat Prescription
Ordering Service...**

To repeat your monthly prescription order, please tick all the items required on your repeat prescription slip, now attached to the outside of your prescription bag



Hand your repeat slip to a member of Dispensary Team at the hatch



Your prescription will be ready for collection the following month (except on a Saturday, Sunday, or bank holiday).

A member of the Dispensary Team will inform you of the collection date.

PLEASE NOTE:

Only regular repeat medications can be ordered using this system.

If you are due to go on holiday and need your repeats earlier, please tell a member of the Dispensary Team.

Patient confidentiality is important to us, your repeat slip contains demographic information and details about your medication, if a representative is collecting on your behalf you have consented to this information being available to this individual.

Dispensary Hatch Opening Hours

Monday	8.30am – 1.00pm, 2.00pm – 6.00pm
Tuesday	8.30am – 1.00pm, 2.00pm – 6.00pm
Wednesday	8.30am – 1.00pm, 3.30pm – 7.30pm
Thursday	8.30am – 1.00pm, 2.00pm – 6.00pm
Friday	8.30am – 1.00pm, 2.00pm – 6.00pm

Please Note: we are closed from 1pm – 3pm every second Friday of the month for staff training

Dispensary Telephone Queries Opening Hours

New Direct telephone line: 01452 938578

The phone line is open on Monday – Friday from 9.00am until 11.00am, **closed from 11am – 3pm** and re-opens from 3.00pm – 5.00pm

Please Note: we only deal with prescription queries via the telephone line not repeat prescription orders

The Dispensary Team

Management Lead for the Dispensary

Tanya

Senior Dispensers

Wendy

Dispensers

Jayne

Sally

Pauline

Dispensary Assistants

Debbie

Debbie

Delivery Drivers

Rosemary

Kieron

Stock Availability

There are many reasons why we are sometimes unable to obtain stock from our suppliers, some examples are...

- Manufacturing issues
- Recall of a product
- Changes to packaging and/or patient information leaflet's
- Failed deliveries

We do our best to find alternatives to prescribed items and to obtain the items from our four different suppliers, in most cases supply issues are out of our control so we may offer you the option to try and obtain an item from an alternative Pharmacy.

We are reluctant to send you elsewhere as the Dispensary creates income for the practice to offer the services we provide to our patients.

Prescription Charges (May 2024)

Charge per item is currently:
£9.90p

Be aware that some prescription items may attract multiple charges.

Pre-payment Certificates are available via
www.nhsbsa.nhs.uk/ppc

or telephone

0300 330 1341

£32.05p for 3 months
£114.50p for 12 months

In order to reduce wastage NHS England advises that only 28 days supply of medication is issued per month.

Online Pharmacies such as Pharmacy2U are not part of the NHS and are not connected to the practice. If you opt in to having your prescriptions electronically sent to an alternative Pharmacy, ALL of your prescriptions including Urgent medications will be sent via the electronic system.