



Ridings Medical Group remains dedicated to supporting Bubwith Surgery and its surrounding parishes and has no intention of reducing services or closing the facility.

Changes to Bubwith Surgery Dispensary Opening Hours

Frequently Asked Questions

Why is the Practice Proposing the Changes?

Over the last 6 years we have seen a number of changes in the dispensing team at Bubwith with some of the long-standing members retiring. We have recruited for some positions however more recently we have been unsuccessful in two recruitment rounds. We looked at our existing team to explore how we could maintain the current operating days, but unfortunately, we are still understaffed. We need to put this on a firmer footing to prevent last-minute dispensary closures due to sickness or leave, and to avoid disruption and uncertainty for patients.

The proposed changes will secure a **reliable service across 3 days**.

Are there plans to close Bubwith Surgery?

No. Contrary to the rumours currently circulating there are no plans to close Bubwith Surgery. These changes are designed to **secure Bubwith Surgery's future**.

Is there a charge for prescription delivery service?

No – it's free!

 Ask a member of the dispensary team for details. This can be done over the phone or face-to-face.

Medication Request Turnaround

- If you order on a Monday – Collection will be Thursday
- If you order on a Tuesday – Collection will be Friday
- If you order on a Wednesday - Collection will be Monday
- If you order on a Thursday - Collection will be on a Monday
- If you order on a Friday – Collection will be on a Thursday
- If you order on a Saturday – Collection will be on a Thursday
- If you order on a Sunday– Collection will be on a Thursday

Alternative Collection Options

- Collect from **Holme on Spalding Moor Surgery (HOSM)**
- Nominate a **local pharmacy** that fits with your other activities or one near your place of work
- Sign up for **free delivery**

Repeat Prescription Line - 01482 668 668

Open **Mon–Fri, 10:00–12:00 noon – Voicemail service available outside of these time**

We are aware that some people are reluctant to use the prescription line as they find it difficult to pronounce the names of their medication. Staff are very skilled in assisting people with this so please don't be put off



The Ridings

Medical Group
Caring for our community

How to Order Repeat Prescriptions

- **Online:** SystmOnline or NHS App
- **Telephone**
- **Email:** trmg.prescriptions@nhs.net
- Ask a friend/relative to order on your behalf

Can I continue to request my repeat prescription by posting the request through the surgery letterbox?

Please do not post requests through the surgery letterbox as these will not be collected every day and this will result in a delay for you picking up your medication.

Will new hours reduce appointments?

No. Doctors' Surgeries and other Professionals (Health Care Assistants, Pharmacist, Advanced Care Practitioner and Nurse-led) Clinics will remain the same:

✓ Monday | ✓ Thursday | ✓ Friday

What are the dispensary and surgery opening times going to be from 19th January?

The new hours of opening for the dispensary and surgery will be:

Monday 8.30 am – 12.30 pm

Thursday 8.30 am – 6.00 pm

Friday 8.30 am – 6.00 pm

And when the surgery is open, a receptionist will also be present.

Will the dispensary be exactly the same when it is open?

You may notice that in future the dispensary will not be stocked with drugs to the same extent. This is because requested medications will be made off-site at one of our other surgeries.

Doctors holding surgeries will have access to limited range of medications on-site to be able to deal with cases where a delay would be unhelpful. An example of this could be someone attending who requires antibiotics to be commenced as soon as possible.

If you need medical attention when Bubwith is closed?

You can still access services **Monday to Friday, 8:00 am – 6:30 pm** via:

-  **eConsultation service** (preferred)
-  **Telephone:** 01482 668668

If you don't have internet access, staff will assist you over the phone to submit an eConsultation request. Patients will be offered the next available slot at Bubwith unless they need to be seen the same day and a clinic isn't running, in which case you will be offered an appointment at another site, as is the case now.

Dropping Samples

Before **12 noon** on Mon, Thu, Fri. Samples can also be dropped off at HOSM Monday to Friday Please do not post through the door as this may result in samples having to be discarded and then repeated.

Questions not covered?

If you have any concerns which are not covered above, please speak to one of the dispensers and we will be happy to see if there are any reasonable adjustments that can be made to help you access the dispensary service and meet your specific needs