

GP Partners:
Dr Shaun Lackey
Dr Anjum Kaura
Dr Alan McCubbin
Dr Lisa Sayles

Salaried GP:
Dr Emma Lackey

Practice Manager:
Darren Berry


Canterbury Way
Wideopen
Newcastle upon Tyne
NE13 6JJ

Tel: 0191 236 2366

Prescriptions: 0191 236 5805

28th February 2017

Dear Patient,

Re: Dispensary Service ending at Woodlands Park Health Centre

I am writing to you to advise you that from 31st March 2017, the GP practice will no longer be providing a dispensary service at either of our locations; Dinnington Health Centre or at our main site in Canterbury Way, Wideopen.

The number of patients using the dispensary service has been falling over the past few years, which has affected the financial viability of providing this service to the small number of patients who make use of the Dispensary. Currently 450 patients are eligible to use the dispensing service, however only approximately 160 patients regularly order their medication from the Dispensary.

To ensure that you have an adequate supply of your repeat medication, we will provide you [if requested by you] a supply of your repeat medication for two months to allow you to arrange an alternative way of obtaining your repeat medication in the future.

If you have already decided to stop obtaining your repeat medication from our Dispensary and are collecting your medication from a local chemist, then please continue to order on a monthly basis.

How do I order medication in future?

You can order your repeat medication by:

- Calling the Prescription Line [10am – 12.30pm and 2pm – 3.30pm, Monday to Friday] on 0191 236 5805.
- Register for online access to allow you to request your medication anytime, a form needs to be collected and completed, and identification shown to a member of the Reception Team to set up this service.

How will I obtain my repeat medication in future?

- You can elect for your prescription to be sent to a local chemist to be dispensed; Davisons in Wideopen [next to the Post Office] currently collect prescriptions from the practice each day and they can either arrange delivery of your medication or your medication can be collected from them. Please contact Davisons chemist directly to arrange this.
- Alternatively we can send your repeat prescription electronically to a chemist of your choice, i.e. Boots chemist at Kingston Park, or ADSA chemist in Gosforth.
- If you wish to continue to collect your medication from Dinnington Health Centre, then you would need to register as a patient with Ponteland Medical Group, as they will be continuing to provide a dispensing service.
- Please ensure you give clear instructions to the receptionist when ordering your medication so that they can update our records to ensure your prescription is either available for collection at the practice or sent to the chemist of your choice.

When will my prescription be available for collection / sent to the chemist by?

Please see the table below for details of when your prescription will be available to collect, following your request being received by the practice.

Day Medication Requested	Available for collection at Woodlands Park Health Centre / Forwarded to your nominated chemist
Monday	Wednesday after 2pm
Tuesday	Thursday after 2pm
Wednesday	Friday after 2pm
Thursday	Monday after 2pm
Friday	Tuesday after 2pm

Access to GP appointments at Dinnington Health Centre

In December 2016, following the patient engagement exercise; Woodlands Park Health Centre has submitted a proposal to NHS England to close our branch site at Dinnington Health Centre. We expect to hear from NHS England in the near future, therefore at the current time, GP appointments will continue to be provided at Dinnington Health Centre as usual on Monday, Wednesday and Friday afternoons.

Whilst we appreciate that the ending of the dispensing service at Woodlands Park Health Centre will cause a change to how you order and request your repeat medication, we hope that this letter provides you with all the information you need.

However should you have any queries, please contact the practice on 0191 236 2366.

Yours sincerely,



Darren Berry

Practice Manager

On behalf of Drs Kaura, Lackey, McCubbin and Sayles