

## Repeat Prescriptions

If you require a repeat prescription please allow **48** hours notice. There are a number of ways to order repeat medications, listed below:

### Online

You may order your repeat medication online at any time – you will need to be registered for **Patient Access**. Find out more about online services with Patient Access on our PCN website or please ask our staff, who will be happy to help set this up for you.

### In Person

Please visit the surgery.

### Request Slip

The right hand side of your prescription is a green request form for repeat medication. Tick the boxes next to the items you require and post it through the dispensary letter box in the lobby of Whitby Group Practice.

### By Telephone

Telephone orders can be made to Whitby Group Practice between 10am to 12noon and 2pm to 4pm. Please note that due to the heavy workload the phones can be extremely busy at times. Please be patient, we will answer as soon as we can.

### By E-mail

You can email your request to: [hrwccg.wgpdispensary@nhs.net](mailto:hrwccg.wgpdispensary@nhs.net)

### By Voicemail

Please leave your details, prescription reference number and order on our 24 hour voicemail, 01947 824124.

### By Letter

You will need to enclose a stamp addressed envelope if you want the prescription posted back to you.



### What's New At Whitby Group Practice

#### Surgery Connect

In July we will be going live with our brand new cloud based phone system, called *Surgery Connect*.

The easy-to-use telephone system integrates with our clinical systems and supports extended access and new forms of consultation.

Surgery Connect has been designed to meet the urgent demands being placed on general practice.

With Surgery Connect, a GP Surgery can:

- Ensure phones are answered and better manage demand.
- Automatic patient identification and record switching which saves time on inbound calls.
- Patient Call-back technology allows patients to virtually hold their place in the queue, reducing immediate pressure on reception staff.
- Reduce do not attends through patient self-management.
- Phone consultations can be switched to video consultations mid-call with one click where appropriate. Improve patient experience and satisfaction whilst also supporting remote and mobile working.



#### Push Doctor

We are now providing video consultations with the leading online GP provider, @PushDoctor.

This means there will be more availability for patients to access NHS GPs via video appointment, with the option to receive:

- Prescriptions
- sick notes
- referrals from the comfort of your own home and at a time that suits you.

The practice remains open as normal for telephone and face-to-face consultations; video appointments are simply an additional, complimentary service for those who would prefer to be seen from home, and are usually available quicker than face-to-face appointments.

Use the link below to find more information about how video consultations work. We hope you welcome this expansion and modernisation of our services as openly and enthusiastically as we do.

[www.pushdoctor.co.uk](http://www.pushdoctor.co.uk)

## Sunscreen and sun safety

Sunburn increases your risk of skin cancer. Sunburn does not just happen on holiday. You can burn in the UK, even when it's cloudy. There's no safe or healthy way to get a tan. A tan does not protect your skin from the sun's harmful effects. Aim to strike a balance between protecting yourself from the sun and getting enough vitamin D from sunlight.



### Sun safety tips

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October.

Make sure you:

- **spend time in the shade between 11am and 3pm**
- **make sure you never burn & cover up with suitable clothing and sunglasses**
- **take extra care with children**
- **use at least factor 30 sunscreen**

### What factor sunscreen (SPF) should I use?

Do not rely on sunscreen alone to protect yourself from the sun. Wear suitable clothing and spend time in the shade when the sun's at its hottest.

When buying sunscreen, the label should have:

- a sun protection factor (SPF) of at least 30 to protect against UVB

- at least 4-star UVA protection  
UVA protection can also be indicated by the letters "UVA" in a circle, which indicates that it meets the EU standard.
- Make sure the sunscreen is not past its expiry date. Most sunscreens have a shelf life of 2 to 3 years.

Do not spend any longer in the sun than you would without sunscreen.



### What are the SPF and star rating?

The sun protection factor, or SPF, is a measure of the amount of ultraviolet B radiation (UVB) protection.

SPFs are rated on a scale of 2 to 50+ based on the level of protection they offer, with 50+ offering the strongest form of UVB protection.

The star rating measures the amount of ultraviolet A radiation (UVA) protection. You should see a star rating of up to 5 stars on UK sunscreens. The higher the star rating, the better.

The letters "UVA" inside a circle is a European marking. This means the UVA protection is at least a third of the SPF value and meets EU recommendations.

**Sunscreens that offer both UVA and UVB protection are sometimes called broad spectrum**



### How to apply sunscreen

Most people do not apply enough sunscreen.

As a guide, adults should aim to apply around:

- .2 teaspoons of sunscreen if you're just covering your head, arms and neck
- 2 tablespoons if you're covering your entire body while wearing a swimming costume  
If sunscreen is applied too thinly, the amount of protection it gives is reduced.

- If you're worried you might not be applying enough SPF30, you could use a sunscreen with a higher SPF..

- If you plan to be out in the sun long enough to risk burning, sunscreen needs to be applied twice:



- 30 minutes before going out
- just before going out  
Sunscreen should be applied to all exposed skin, including the face, neck and ears, and head if you have thinning or no hair, but a wide-brimmed hat is better.

Sunscreen needs to be reapplied liberally and frequently, and according to the manufacturer's instructions.

This includes applying it straight after you have been in water, even if it's "water resistant", and after towel drying, sweating or when it may have rubbed off.

It's also recommended to reapply sunscreen every 2 hours, as the sun can dry it off your skin.

### Swimming and sunscreen

Water washes sunscreen off, and the cooling effect of the water can make you think you're not getting burned. Water also reflects ultraviolet (UV) rays, increasing your exposure.

Use water-resistant sunscreen if it's likely you'll sweat or have contact with water.

Sunscreen should be reapplied straight after you have been in water, even if it's "water resistant", and after towel drying, sweating or when it may have rubbed off.

### Children and sun protection

Take extra care to protect babies and children. Their skin is much more sensitive than adult skin, and damage caused by repeated exposure to sunlight could lead to skin cancer developing in later life.

Children aged under 6 months should be kept out of direct strong sunlight.

From March to October in the UK, children should:

- cover up with suitable clothing
- spend time in the shade, particularly from 11am to 3pm
- wear at least SPF30 sunscreen

Apply sunscreen to areas not protected by clothing, such as the face, ears, feet and backs of hands.

To ensure they get enough vitamin D, all [children under 5 are advised to take vitamin D supplements](#).

For more information go to: [Sunscreen and sun safety - NHS \(www.nhs.uk\)](#)

#### What if your child gets sunburn?

- Sponge the skin gently with lukewarm water.
- Apply after sun or calamine lotion.
- Give your child plenty to drink.
- If in doubt, seek medical advice.