

WELCOME TO OUR NEWSLETTER

FRIAR GATE SURGERY – SPRING 2018

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STAFF TRAINING

WE ARE CLOSED ON
WEDNESDAY 20 JUNE 2018
FROM 12 NOON UNTIL 6:30PM
FOR TRAINING PURPOSES



If you require medical assistance during these periods of closure,
Please contact 111 or in the event of an emergency dial 999.

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REMEMBER TO CHECK IN

We would like to remind patients when attending for GP, Nurse and Health Care Assistant appointments to check in using our self check in screen located in the waiting area. There have been a number of occasions when patients have not checked in and have delayed or missed appointment times. If you require assistance using the screens please speak to our receptionists at the desk.

DR SUKHDEV SINGH GIRN **EARLY RETIREMENT**

Appointments will no longer be available with Dr Girn. Message from Dr Girn:

"I would like to express my sincere gratitude to all my patients, both past and present, whom I have served for over 20 years at Friar Gate Surgery. It has been both an honour and a privilege in trying to help my patients to the best of my abilities. Along the way I have made many new friends and developed a bond of trust and mutual respect.

Due to a change in personal circumstances, I have decided to take early retirement, allowing me to spend more time with my family and enjoy hobbies outside of work.

I am sure the practice will continue to look after your needs and wish you all good health and high spirits."

Sukhdev Singh Girn

NAMED GP

It remains our policy as a surgery that you are able to book an appointment with a GP of your choice and the allocation of a named GP does not affect this or your care. If you wish to know who has been allocated as your named GP, please ask at reception.

ACCESS TO YOUR RECORDS ONLINE

You may have recently heard in the news about the intention to give patients access to their medical records online. We declared our intention last year to provide this facility by the end of March 2015. We will very soon be going “live” with this service. If you are not already registered for online services, please ask at reception and bring along a recognised form of photo ID, eg driving licence/passport along with proof of your address. The reception team will then be pleased to process your request. When you have online access you will be able to:

- Book/cancel appointments online
- Order your repeat prescriptions online
- Have access to your vaccination history, allergies recorded and repeat medication.
- We are also considering the online access to test results.

Please refer to our website www.friargatesurgery.co.uk and look for the Patient Access logo for details and registration. Once you have registered for our online services, you can download an App for your smartphone to help you quickly access the service.

PATIENT ONLINE – FREQUENTLY ASKED QUESTIONS



What is Patient Online?

Patient Online services will give you the option to:

Make appointments online

Order repeat prescriptions online

View your own medical record online

You will be able to complete these actions using a computer, tablet or smartphone rather than having to phone or visit your practice.

What are the benefits on online services?

Online services will allow you to book and cancel your appointments or request repeat prescriptions at a time that is convenient to you – day or night.

It can also mean not having to travel to the surgery and can free up phone lines for people without access to a computer.

Having access to records means, that you could be more in control of your health and well being. This is particularly useful for people who live with a long term condition such as diabetes that needs regular monitoring and frequent prescriptions. Practices tell us that online access helps to manage appointments and telephone calls more efficiently and patients find it convenient and accessible.

Why are you doing Patient Online

The NHS has consulted with individual patients and patient groups over the last four years. Many patients have said that they want to see their records, want to be more involved in their own care and wish to be involved in deciding on the best way they are treated and cared for. Patient Online is part of making this happen. Online Services are an additional way of accessing services for those patients who want it.

How can I get access to my GP record?

Generally, you will need to fill in a short form and bring proof of your identity into your GP surgery so that they can provide you with logon details and with a password. Please speak to your practice who will advise you how to do this.

How can I be certain that no one else can get access to information from my GP record?

Only you will be given access to your record. When you sign up to Patient Online, you will be given a secure login and a password. These details are unique to you and, along with your personal information, will not be shared with anybody else unless you choose to let them see it. This is not different to how you would access other online services, for example banking.

Where is my information stored?

Patient information is stored within the IT system your general practice uses and within the practice paper records.

Will my carer be able to see my record?

If you want your carer to see your record this can usually be set up for your. Please contact your practice to talk about what you need to do.

How will you avoid patients being forced or misled into providing access to their information?

GP's will look at each request for access to a record and do everything they can to make sure they are genuine and not being made under pressure. Sometimes it is in the patient's best interests for a relative or carer to have access and this is also something that will be looked at on a case basis at practice level. GPs are able to refuse or withdraw access to a record if they have concerns.

If I don't have a computer, tablet or smartphone what will it mean for me?

Online services are an extra option for those people who wish to use them and will not replace other ways of contacting your practice such as by phone or in person. By freeing up phone lines and reducing the need for people to visit in person, it is hoped that patients who don't have a computer will find it easier to contact their practice.

Is there any help in getting started on the internet?

There are a number of different services for people who want to get onto the internet. Many are provided by local authorities, colleges and charities. The best place to start would be your local library. NHS England is also working with the Tinder Foundation on supporting people who want to make better use of the health information that is available on the internet. You can find out more on: www.tinderfoundation.org/what-we-do/uk-online-centres For further information about Patient Online go to: www.england.nhs.uk/patient-online

ONLINE PHARMACY SCAM WARNING

Another CCG has reported that a patient has been contacted by someone claiming to be from an online pharmacy, quoting the Department of Health. The patient was advised that they would be unable to order prescriptions through their normal method and would need to go through them otherwise their medication would be stopped. The patient realised the call was a scam prior to providing personal information or agreeing to any services and terminated the call. 360 Assurance has advised that any individual receiving anything similar should terminate the call and seek advice before agreeing to anything generated from an unsolicited phone call.

SUGGESTION BOX

Please use our suggestion box located in the waiting area for any ideas/comments you may have or you may email us at SDERCCG.FriargateSurgery@nhs.net. This is a very productive way of getting your views and ideas over to the surgery. Comment slips are provided at the reception desk. Many thanks.

NEWSLETTER

If you would like to be emailed a copy of the Surgery Newsletter, please send a request via email to SDERCCG.FriargateSurgery@nhs.net – We will then add you to our mailing list and every time the newsletter is updated you will be sent a copy. Alternatively, access the surgery website www.friargatesurgery.co.uk

PRACTICE STANDARDS

As a patient of the practice you may expect to be greeted in a friendly welcoming manner and to be shown courtesy and respect by all members of our primary health care team. In return we expect patients to reciprocate by treating the doctors and practice staff with respect and courtesy.

Over recent months our reception staff have experienced an increasing level of verbal abuse from patients. We would like to point out that the receptionist is working within the guidelines set out by the doctor. If she is unable to offer an appointment for the time you have requested or the response to your query is not the one you had hoped for, please remember it is not the receptionists fault.

We would like to politely remind patients that rudeness will not be tolerated and could result in removal from the practice list.

BE SELF-CARE AWARE

Speak to your local Community Pharmacist (chemist) about stocking up on your medicines cabinet to treat common conditions for you and your family.

The following medications can be purchased from pharmacies or your local supermarket and are generally cheaper than buying them on prescription.

- ❖ Allergy medicines
- ❖ Simple painkillers like paracetamol and ibuprofen
- ❖ Sore throat, coughs, colds and flu medications
- ❖ Pile (haemorrhoid) treatments
- ❖ Anti-diarrhoea medication
- ❖ Rehydration salts
- ❖ First aid kit including plasters and bandages
- ❖ Thermometer
- ❖ Tissues

By keeping a selection of essential medications in your home you can treat common conditions in a timely manner and avoid unnecessary trips to see your doctor.

Please store medicines in a safe place, out of the reach of children and always check the expiry date of medicines before use.

Please return all out of date medications to your local pharmacist.

“WHY DOES THE RECEPTIONIST NEED TO ASK WHAT’S WRONG WITH ME?”

Nosey Receptionists? No, not at all.....

It is not a case of the receptionist being noseiy! Our receptionists are valued members of the practice team and the doctors here, as with many other practices, have requested that they should ask the patients why they need to be seen.

Reception staff are trained to ask certain questions in order to ensure that you receive the most appropriate medical care, from the most appropriate health professional and at the most appropriate time.

Receptionists are asked to collect brief information from the patients in order to:

- Help doctors prioritise house visits and phone calls
- Ensure that all patients receive the appropriate level of care
- Direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the Friar Gate Surgery team, are bound by confidentiality rules.

- Any information given by you is treated with the strictest confidence
- The practice would take any breach of confidentiality very seriously and deal with it accordingly
- You can ask to speak to a receptionist in private away from the reception desk if you are in the waiting room.

Therefore please do not be offended when our receptionists ask for brief information before booking you an appointment with us. If however you feel your issue is very private and you do not wish to say what this is then this will be respected. Thank you for your support.

A new way to get your medicines and appliances

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is this service right for you?

Yes, if you have a stable condition and you:

don't want to go to your GP practice every time to collect your repeat prescription.

collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

don't get prescriptions very often.

pick up your medicines from different places.

How can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called *nomination*. You can choose:

a pharmacy.

a dispensing appliance contractor (if you use one).

your dispensing GP practice (if you are eligible).

Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. You don't need a computer to do this.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser.

Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

For more information visit www.hscic.gov.uk/epspatients, your pharmacy or GP practice.

DO WE HAVE YOUR CORRECT CONTACT DETAILS?

Please let us know if you change your address, telephone number or surname so that we can update our records. Unfortunately we cannot change your name without legal proof of the change so please bring with you your marriage certification, deed poll documentation etc.

KNOW THE SIGNS OF A STROKE – ACT FAST



According to research from Public Health England, a quarter of people would wait for more than one symptom of a stroke before calling an ambulance. But it is important to future recovery to dial 999 immediately if you notice any of the main symptoms of stroke. The act FAST campaign reminds us that these are:

- Face – has their face fallen on one side? Can they smile?
- Arms – Can they raise both their arms and keep them there?
- Speech – Is their speech slurred?

Don't wait until you see 2 or more symptoms of stroke to be sure.

REDUCING MEDICATION WASTE IS EVERYONES BUSINESS

The NHS is a precious resource so use it wisely
You can help the NHS by

- ❖ Checking what you need before requesting a prescription, ticking off items required on your re-order form or if you don't have a slip don't just say "everything" please write down clearly what is required.
- ❖ Not stockpiling medication – it takes 48 hours for us to process a repeat prescription, so there is no need to keep a large stock at home.
- ❖ If you do not take a medicine that is prescribed for you, please let us know so we can take it off your repeat list.
- ❖ Do not share your medication with others as this is dangerous and puts others at risk.
- ❖ If in doubt talk to your GP or pharmacist.
- ❖ Be prepared to consider a switch in the tablet you take to a more cost effective version if suggested by your doctor.

TRIAGE HOME VISITS

Home visits are assessed on an individual basis by the clinician at Friar Gate Surgery. Please do not ask for a home visit unless you or the patient you are asking for are genuinely too ill to attend the Surgery.
Please remember that it may not be possible when requesting a home visit to have the clinician whom you usually see in the surgery to visit you.
Where possible, please make your request for home visits before 10:30am. This enables the clinicians to plan their home visits efficiently within their working day.