

# Newbold Surgery Newsletter

## August 2017

Edition No 22



The newsletter is also available for viewing and downloading on our website at

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

### Our Mission Statement –

"Our team are committed to delivering excellent patient care in a professional, friendly and safe environment. With patients and staff working together, we can ensure everyone is treated with courtesy, consideration and respect"

### Staff News

Dr Emma Porcas, GP Registrar, has now left the surgery to continue her GP training elsewhere. She will return to us again in 2018. We wish Emma well and look forward to seeing her again next year.

We now have two new GP Registrars working with us for the next four months. Dr Marzena Whittaker, working full time and Dr Hannah Rapaport working part time. We welcome them both to the surgery and look forward to working with them.

### Newbold Surgery Patient Participation Group Dates of the next meeting

The next PPG meeting will take place on  
**Thursday 7<sup>th</sup> September 2017**  
At 6.30 pm in the surgery waiting room.  
All welcome

FOR THE LATEST PPG MINUTES OR THE  
MINUTES OF PREVIOUS MEETINGS  
PLEASE GO TO

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

OR ASK FOR A PAPER COPY AT RECEPTION  
THANK YOU

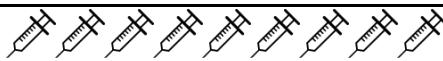
### Patient Participation Group (PPG) Est Nov 2011

The Patient Participation Group is a selection of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to our patient population.

If you would like to be part of this Group please contact PPG Secretary Sue Jenkinson on 01246 273185 or email [suejenkinson163@btinternet.com](mailto:suejenkinson163@btinternet.com)

### PPG Virtual Patient Group

If you would you like to have your say about the services provided at Newbold Surgery but don't have the time to come to our meetings you may like to join our Virtual Patient Group. Please download a form from the Surgery Website.



### OVER 65's Flu Clinic

### The Hall On The Green, off Ulverston Road

This year's Flu clinic for the above age group will take place on **Wednesday 27<sup>th</sup> September 2017**. Patients will receive their clinic invite in the post indicating what time they are to attend.



Refreshments and cakes will be available at the clinic along with stalls and a tombola. We are also in the process of contacting the local Police and Fire Service along with the Alzheimer's Society to ask for them to come along to offer support and advice.



### A message from the PPG

This year's Hall on the Green Flu Clinic will again support the MacMillan Cancer Charity and funds raised will be split between the charity and the Surgery for equipment.



We would appreciate donations of any paperback books for both adults and children, Music CDs & DVDs, small good condition toys and jigsaws, general greetings cards and Christmas cards.



Donations of cakes, homemade or shop bought are also appreciated for the Macmillan Coffee morning to be held in conjunction with the Over 65s Flu Clinic on 27.9.17. Please bring cakes to the Hall on the Green on the day.



A tombola "bottle" stall will also be running at the Hall on the Green on 27.9.17. Donations of anything in a bottle greatly appreciated ie wine, shampoo, perfume.

Items can be handed in to the surgery or telephone 273185 if you have a lot which need collecting - nothing too large please.

# On Line Services

**Quick, Easy & Secure**

**Using your PC, Laptop,  
Tablet or Mobile Phone.**



**Sign up to GP online services and you'll be able to use the website or app to:**

- Book or cancel appointments online with a GP.
- Order repeat prescriptions online.
- View parts of your GP record, including information about medication, allergies, vaccinations and previous illnesses.

**The service is free and available to everyone who is registered with a GP**

## How can you start using GP online services?

Follow these steps to access GP online services:

1. Take photo ID (passport or driving licence) and proof of address (such as a utility bill) to your GP practice and tell them you want to start using their online services.
2. Once you have signed up, you will receive a letter with your unique username, password and instructions on how to log in.

### Prescriptions

We will soon be withdrawing our email prescription ordering facility and encourage patients who have previously ordered via email to sign up for online services as an alternative.

Our online prescription ordering system is available via our website. To register you will require two forms of ID (one photo ID and one other ie utility bill) please speak to a member of our reception staff.

If you would also like to simplify the collection of your prescription and would like to avoid having to collect your prescription from the Surgery please register for electronic prescribing so we can arrange for your prescription to go direct to your pharmacy of choice. You as the patient will then only need to arrange collection from the pharmacy or delivery from them.

**Prescriptions - Please Note** If you have requested that a pharmacy collects your prescriptions this will apply to ALL your prescriptions, not just your usual repeats. Eg if you have a test result which shows you have an infection and your doctor issues a prescription for antibiotics, the prescription will be automatically collected by your chemist of choice. Please let us know if you wish to collect any prescription in person, this needs to be made clear at the time of ordering / speaking to the doctor.

**Appointments** Patients can book appointments up to 4 weeks in advance and phlebotomy appointments up to 6 weeks in advance.

A range of appointments are available at the surgery, some are available to book on the day, some up to a week in advance and others up to a month in advance. If it is a medical emergency we will always see patients on the day. We also have two late night clinics on a Tuesday and a Wednesday which run from 6.30 pm and can be booked up to a month in advance.

Our online appointment booking system is now up and running. Two forms of ID (one photo ID and one other showing evidence of your address ie utility bill) are required. Our text messaging service is also available. If you would like to register for these services please ask at reception.

### See or speak to a Doctor of your choice

Where possible all our patients are able to see or speak to a Doctor of their choice even if it is not your registered doctor, however our GPs only have a limited number of appointments and telephone consultations each day.

Please request your doctor of choice when booking your appointment, if they are not available you will be offered an appointment with another GP. If you would like to speak to a doctor over the telephone please contact the surgery before 11.45 am, if your doctor of choice is fully booked or not in that day you will be offered a telephone consultation with another GP. If you prefer you can request a telephone consultation with the GP of your choice when they are next in surgery.

### Emergency Appointments

Please do not book an emergency appointment to obtain sick notes, repeat prescriptions or to be referred to the hospital. Emergency appointments are for medical emergencies that need to be dealt with that particular day. Please book a routine appointment for all other matters.

### One problem per consultation

If you need extended appointment time to discuss more than one issue with your GP then please inform the admin team at the time of booking. Please inform your GP at the beginning of your consultation of the issues to be discussed thus allowing your GP to identify the most important issue and allotting the consulting time accordingly.

**Home Visits** Please think carefully before requesting a home visit. We are happy to visit patients in their own home if there is a clinical need but your help coming into surgery when possible is much appreciated. A GP can see at least 6 patients in surgery during the time it takes to see one patient at home.

### Appropriate Request:-

Bedbound

Terminally Ill

Would come to serious harm if moved

### Inappropriate Request:-

No transport or money

Children, young people and anyone who is mobile

Social reasons or for convenience

If other help is more appropriate (ie hospital/casualty)



## Travel Vaccinations



If you require any vaccinations relating to foreign travel you will need to collect a travel vaccination form from the surgery or print your own from the surgery website. Please return the form to us before making an appointment with the practice nurse. The form will include questions regarding which countries and areas you are planning to visit so that we can determine what vaccinations will be required.

There is further information about countries and vaccinations required available on the surgery website. It is important to make your initial appointment as early as possible - at least 6 weeks before you travel - as a second appointment will be required with the practice nurse to actually receive the vaccinations. These vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work. Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

**Ear Syringing** Due to unforeseen circumstances, Newbold Surgery is currently unable to offer an ear wax removal service.

The safest and simplest way to clear the wax is to put olive oil drops into the affected ear twice a day until the blockage has cleared. An information leaflet is available, explaining the correct technique, if required. Please note that it may take several weeks or even months to soften the wax enough for it to come out. If this doesn't resolve the problem, you can either;

1. Arrange to have the wax removed at a private clinic such as Specsavers Tel: 01246 270761 /222334 (alternate Saturdays). **Please note: you will be charged for this service.**

2. See your GP for assessment, who may refer you to the hospital ENT department if appropriate. You may be put on a waiting list before a hospital appointment can be offered.

## Cervical Cytology Screening (Smear Test)

### Result Waiting Times

We would like to make our female patients aware of the increased waiting times for smear test results. This is due to the high levels of demand on the service so far this year.

\* All women attending for smear tests are advised that it may now take 4 to 6 weeks for their result letter to arrive and not 2 weeks as quoted in the invitation letter.

\* These delays are due to workloads in the laboratories and does not mean there is a problem with your sample.

\* Patients are advised to contact their sample taker regarding enquiries about their results and not the laboratory who will be unable to discuss results with patients.

## Practice Learning (QUEST) 2017

Once each month there is usually an afternoon where the staff at the practice are involved in Practice Learning Initiatives. This includes the doctors, nurses, the practice manager, all administration staff and any GP Specialist Registrars with us at the time. These events usually take place on Wednesday afternoons.

**Surgery will be closed from 1.30pm in the afternoon of the following dates for staff training (QUEST):**

**2017 - 9 Aug, 13 Sept, 11 Oct, 8 Nov & 13 Dec**

## MIG

**What is MIG?** MIG stands for Medical Interoperability Gateway and it is a computer system that enables the sharing of specified datasets of patient information between healthcare providers. Patient information via MIG cannot be accessed without consent from patients during their consultations. In an emergency situation if a patient was unable to consent but they are medically at risk if they do not receive treatment, the clinician will access records in order to treat the patient.

The consent model for MIG is based on implicit consent to share and explicit consent to view. Patients can opt out from sharing at any time.

The Records and Information Group (RIG) has issued a directive to all GP practises to share their records to ensure that they are fulfilling the duty of care to their patients.

Patients who previously opted out of Summary Care Record or eDSM will automatically be opted out of MIG.

## Accessible Information Standards

### YOUR INFORMATION YOUR WAY

Do you need us to provide information in a different format or any other communication? If so please let us know and we are happy to try to accommodate your needs

### Reception confidential area / disabled patients and wheelchair access

If you would like to talk to someone discreetly on reception please use the lower level screened area to the left of reception as you enter through the surgery doors. This area provides a more confidential area in which to speak and also offers a lower level desk height for disabled patients and wheelchair users

**Courtesy to Staff** Getting angry or impatient either in the surgery or on the telephone only makes matters worse for you as the patient and for us as surgery staff. All of our telephone calls are recorded and can be listened to if we have any particular concerns.

***"Please respect us we are here to help you"***

**SUFFERING BUT NOT AN EMERGENCY?**  
**VISIT THE NHS CHOICES WEBSITE FOR DETAILS**  
**REGARDING MINOR ILLNESS ON [www.nhs.uk](http://www.nhs.uk)**

### **Up to date patient contact details / text service**

We ask that patients inform the practice as soon as possible regarding any changes to their contact details, including address and daytime telephone number. Please make sure your mobile information is up to date. If you do not inform the surgery that your number has changed important messages and appointment reminders may be sent to the wrong person. If you do not wish to receive text messages from the surgery please inform a member of staff.

**Happy With Our Service?** Please tell us what you think by visiting The NHS Choices Website and leave a rating and review. We would love to achieve a 5 star rating.

**Complaints** The surgery tries to work hand in hand with our patients, if however, you feel the need to raise a complaint or make a suggestion, forms are available to the right hand side of the reception desk or from the receptionist. Thank you.

**Patient's Suggestions** We always endeavor to improve the service to our patients and would appreciate any suggestions you may have.

### **Patient Contributions to the Practice Newsletter**

Patients are invited to make contributions to the quarterly surgery newsletter. If you have anything you would like to contribute that will be of interest to other patients and our surgery community please put in writing and post in the Newsletter contribution box at reception. At the discretion of the Practice Manager we will certainly try to include these items for you.

### **The Friends and Family Test**

NHS Midlands and East want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering patient's feedback, so we can review our service on a monthly basis.

The test will be based on 2 simple questions and the feedback we receive will help us to learn more about what patient's think of their experience - what they like and what they think we could improve. Ultimately, patients will be helping us to make changes that will ensure we can offer the best possible care.

**ALL PATIENT INPUT IS GRATEFULLY RECEIVED.**

**PLEASE TAKE A FORM FROM THE WAITING AND RECEPTION AREA AND PLACE IN THE BOX PROVIDED ONCE COMPLETE. ALTERNATIVELY THE FORM IS AVAILABLE ON OUR WEBSITE AND CAN BE PRINTED OFF, COMPLETED AND RETURNED TO SURGERY.**

### **!!!! Parking Tickets - Please be aware!!!!**

We would like to make our patients, visitors and staff aware that **parking tickets are currently being issued** by traffic wardens to anyone who parks on the footpath opposite the surgery car park entrance.

If there are no spaces in the car park there are usually available spaces on the surrounding streets or at the Littlemoor Shopping Precinct. Please park sensibly, we would hate for you to get charged. Thank you



### **Summer**

Find and circle all of the summer words that are hidden in the grid. The remaining letters spell an additional summer item.

J U N E S T S S S S Y K S E U L B M  
U S M E A U Y E O U H I K I N G S A  
S M W E E A N L U B N W A S E Y R E  
U T W I R R S G I C A B L N A R E R  
N S H V M T C C L T E A U D T V L C  
T Y U G I M Y S E A D B I R S S K E  
A G L C I C I R N N S L R R N D N C  
N R E U L F M N A U O S E A R G I I  
O E A E J E R S G H S W E A B N R C  
S E D A L B R E L L O R O S R I P R  
C N A O F L O G T L T B T E E T S E  
H G N I H S I F F A E O A E E A H C  
O R C A M P I N G T W T H B Z O C C  
O A C I N C I P A W A S P S E B A O  
L S F L I E S K M O S Q U I T O E S  
T S U G U A S I L L A B E S A B B O  
G N I N E D R A G S U N S H I N E N  
  
ANTS      FISHING      JULY      SUNBURN  
AUGUST     FLIES      JUNE      SUNGLASSES  
BARBECUE    FLOWERS     MOSQUITOES     SUNSCREEN  
BASEBALL    GARDENING    NO SCHOOL     SUNSHINE  
BEACH      GOLF      PICNIC      SUNTAN  
BEES       GREEN GRASS    ROLLER BLADES    SWEAT  
BICYCLE     HAT      SANDALS      SWIMMING  
BLUE SKY    HIKING      SKATEBOARD     UV RAYS  
BOATING     HOLIDAYS     SOCCER      WASPS  
BREEZE      HOT      SOLSTICE     WATER FIGHTS  
CAMPING     ICE CREAM    SPRINKLERS    WATERMELON

