

Daybrook Medical Practice
NEWSLETTER

www.daybrookmedicalpractice.co.uk

Welcome to the latest edition of our newsletter.
Changes at Daybrook

There have been many changes since our last newsletter:

Ruth – our secretary – has adopted twin boys and will be away until Summer 2018.

Danielle – healthcare assistant – gave birth to a daughter in October. Both are doing well.

Mel – healthcare assistant – left in July.

Sue and Sharon - receptionists- left us in September and October.

We have a new part-time secretary – **Katrina** and 3 new receptionists – **Lorraine, Karen and Angela**.

We have a new permanent healthcare assistant - **Catherine** – who is settling in well and a new temporary healthcare assistant – **Mutaz** – who is covering Danielle’s maternity leave.

Helen – assistant practice manager – who has been here for over 14 years - is leaving us at the end of November. I’m sure you will join us in wishing her well for the future.

Shingles Vaccines

There are more changes to the eligibility rules for shingles vaccine this year. However, things are a little more straightforward now.

You are eligible from your 70th birthday and until you reach your 80th birthday.

Please contact us for an appointment if you would like to have this vaccine.

Flu vaccines

Our flu campaign has been under way for several weeks now and supplies are starting run down.

If you are in one of the at-risk groups, please contact us as soon as you can to make an appointment for a flu jab.

Children aged 2 and 3 years can have their flu vaccine here at the practice. Few have taken this up

so far. It is a nasal vaccine, so is completely painless. Please contact us as soon as you can to make an appointment for your child.

Children aged 4 years to 9 years old will be offered their vaccine at school.

Minor illness Clinic

Anne Morgan – our nurse practitioner – continues to run minor illness clinics.

As a reminder, Anne is able to deal with coughs, chest infections, earaches, rashes, urinary tract infections etc. and can prescribe.

Accessible Information

We are anxious that all our patients are able to easily access any practice information they require. If you have a disability of any kind that prevents you from accessing information via the usual channels, please let us know as soon as possible.

We can adapt the formats of various practice and patient documents to enable you to obtain the information you need. We are aware also that many patients who have sensory disabilities have equipment adapted to meet their needs. We can update your records so that staff are aware.

Please contact us as soon as you can.

Patient Group

Our valued patient group could really do with a few new members due to recent retirements. If you are interested, please speak to one of the reception team. Your contact would be very welcome.

Dental Problems

It may come as a surprise to many patients, but GPs are **not** trained to deal with dental problems.

Most NHS dentists are now taking new patients, so if you are not registered; it might be an idea to make an appointment for a check-up before it

becomes a painful emergency. NHS Choices has the contact details for all local NHS dentists. Go to www.nhs.uk and click on Dentists in the Local Services section.

Medication Reviews

If when you collect your repeat prescription, you notice that your review is due, please ask the reception team about booking an appointment.

It may be that you need blood tests or other checks before the doctor is able to re-authorise your medication.

Please don't leave this until your supplies are about to run out as this will cause a delay.

If you do not attend for review, the doctor may have to reduce the quantities of your medication until you are seen.

They will only take this action as a last resort and it is then only taken in the interests of patient safety.

Please ask at reception if you have any queries.

Requests for extra supplies of over the counter medication to take into school/nursery/childminder

There has recently been some updated guidance for GPs from the BMA regarding the above. Non-prescription /over the counter (OTC) medication does not need a GP signature/authorisation in order for the school/nursery/childminder to give it.

It is appropriate for OTC medicines to be given by parents, as they consider necessary, in the home or nursery environment. It is a misuse of GP time to take up an appointment just to acquire a prescription for a medicine wholly to satisfy the needs of a nursery/school.

Electronic Prescribing

This has now been running for over 2 years now and is much appreciated by the patients who have signed up for it. They find it efficient and convenient.

Please ask at reception or speak to your pharmacist to find out of the benefits of this system. It really can save you time.

Data Sharing

There is now a facility in place for healthcare professionals involved in your care to access your medical record. This will mainly be community staff such as district nurses or podiatrists, out of hours care providers and A&E staff. However, no one can access the information unless you consent to this. Access will enable staff at these facilities to see more of your record than the Summary Care Record currently shows, and will enable them to treat you more efficiently as the information they will see will be more up-to-date.

Again, you will always be asked when attending one of these services whether you are happy for the clinician to access your record. They will always respect your wishes. Their aim is to provide the best possible care and having accurate up-to-date information will enable this.

In order to benefit from this, you will need to consent here at the practice. Please let us know as soon as possible if you would like us to amend your records to facilitate this.

Online access to your medical records

We have now set up a facility to enable you to look at your Summary Care Record and some of the coded information from your record online.

You will need to be registered to use Systmonline and will also need to let us know that you wish to access this facility as we will need you to complete some paperwork.

Please be aware that young people reaching the age of 13 will now have to re-register and obtain their own password. Their current password will automatically expire when they reach 13 years.

If a parent wishes to retain access to their child's records after this age, they will need to discuss this with one of the GPs along with their child.

You will need to provide photo ID and verification of your address to access this facility.

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Out of hours care

If you need help or advice when we are closed, please ring the usual surgery number. Your call will be diverted to 111, or just dial 111 as the call is free. Your call will then be forwarded to the most appropriate service or they will offer advice.

You can also visit the Nottingham Urgent Care Centre on London Road that is open from 7am to 9pm 7 days a week and on bank holidays. This is a nurse-led service that can offer advice, information and some treatments.

A pharmacist can also provide on-the-spot advice for minor ailments. Many are now open until midnight every day.

Log in screen

Many of you may not have noticed that we have a touch screen on the front of reception that enables you to check in without having to speak to the reception team.

It is very simple to use and any member of staff will be happy to show you if you need help.

Although the screen may be black, you just need to touch it to bring it to life. It can save you queuing at busy times.

Not attending appointments.

Thanks to all those patients who contact us when they are unable to attend their appointments. However, there many more who do not contact us. During October alone, 212 appointments were lost due to patients not attending and not letting us know.

If you are registered for Systmonline, you can cancel your appointment there as well as book it.

Otherwise, please do try to let us know if you are unable to make your appointment. Another patient will be glad that you did.

Contact Details

If we do not have an up-to-date telephone number for you, we find it very difficult to contact you.

It is absolutely imperative that you let us know if you change your contact numbers or your address.

Without up-to-date information, we will be unable to contact you. Emergencies do arise and one day it may be you

NHS Heart Checks

Anyone aged between 40 and 74 who is not suffering from a long-term condition such as diabetes, kidney disease, or heart disease is entitled to a NHS Heart Check.

Your weight and blood pressure will be checked and blood tests taken to assess your current state of health.

If you would like to have a check, please make an appointment with one of the healthcare assistants.

Your comments and suggestions

...are always welcome. Please leave a note in the Suggestions Box in the waiting room or speak to one of the team.

....and finally

Sorry to mention it, but Christmas is fast approaching. Please order your repeat medication in good time and although it is early,

The partners and staff wish you a Happy and Healthy Christmas and New Year.