

# SUMMER NEWSLETTER 2018



Welcome to the latest issue of our Practice Newsletter, which we hope you will find useful and informative.

Time has gone so quickly since our last newsletter and we cannot believe we are half way through the year already! We have had a couple of updates within the Practice so far this year so please read on to find out more.

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We are still seeing an increase in new registrations to the Practice, both from patients that are new to the area and those who are moving from local practices. We would like to remind everyone that new registrations can take anywhere up to **2 weeks**. We are doing our very best to process registrations as quickly as we can, and we appreciate your understanding at this busy time.



Most of our appointments with the doctors and nurse practitioners are Book on the Day and are available from 8am. We are noticing that some patients are still missing their appointments without informing us they will be late/not attending.

**If you are 10 minutes late or more, we unfortunately cannot squeeze you in as this would not be fair to other patients.**

Many of our patients have already taken advantage of the EMIS Patient Access internet facility which allows them to access their medical record online.

The functionality of this facility is being increased and patients will shortly be able to access more detailed information from their medical record.

To be able to use this system you will need a computer, tablet or smartphone with internet access.



If you have downloaded the Patient Access App you may have noticed that within the last month it has had an update. Not only has the App changed but the website has changed too. If you are already registered, your account details are exactly the same.

If you haven't registered then what are you waiting for? You register online and bring your ID to us here at the Practice so we can confirm who you are and link accounts together. You can then request medication, see blood test results, immunisation history and coded consultation information. You can also export information to send to consultants or print your own documentation.

Go to: <https://patientaccess.com> to set up your account.

## GDPR – GENERAL DATA PROTECTION REGULATIONS

The Practice has always looked to be transparent with patients about how their data is used.

We are now required by law to provide information to our patients about how their data is used for the provision of health care. Our responsibility to keep your data confidential and secure has not changed.

## YOUR INFORMATION, YOUR RIGHTS

Being transparent and providing accessible information to patients about how we will use your personal information is a key element of the Data Protection Act 2018 and the new EU General Data Protection Regulations which came into force in May 2018.

The Practice has prepared a fair processing Privacy Notice to remind you of your rights in respect of the above legislation. This tells you how your GP Practice will use your information for lawful purposes in order to deliver your care. Please go to our website for an electronic copy: [www.newwokinghamroadsurgery.nhs.uk](http://www.newwokinghamroadsurgery.nhs.uk). Paper format is also available in our waiting room should you require this.

## Telephone Call Slots

Telephone calls are an alternative way to contact your GP and are offered to those patients who just need advice, can't get to the Practice or have ongoing health issues that they can discuss with their GP without necessarily seeing them.



**We are changing our system** for telephone consultations as we have recently carried out a review of the system. Figures show that in April there were **38** missed telephone calls and in May there were **36**.



We will have **2 pre-bookable calls** per doctor per day and the remaining 'on the day' telephone consultation appointments will be released at 11am.

You will be asked to provide your telephone no. at the same time and you will receive your call back between 12-1 as normal.

These changes should therefore provide patients with quicker access for the 8am 'book on the day appointments' and an easier process to remember for telephone appointments.

**This is to come into effect immediately.**



## Staff Updates

We would like to introduce you to our two new receptionists who have joined us at the Practice. Jess started in February and Maxine started in May. Both of them have fitted in perfectly to the team and have grown in confidence and learning just how busy it is to work as a Medical receptionist!

### Hearing Aid Batteries

We regret to inform you that we are **no longer** taking used hearing aid batteries. We can provide new batteries at the request of the patient with the correct hospital card but we are unable to dispose of the old ones.



### Reminder from the Doctors

\*Please may we remind you that if you need to discuss more than one medical issue in an appointment, please can you request a *double* appointment.

\*If you have two appointments seeing two different clinicians, please can you make sure you let the Reception staff aware.

Unfortunately, our 'Wiggly Amp' checking in service can only book in one appointment at a time. Therefore, patients who are seeing two clinicians have missed their second appointment as we didn't know they were here.

\*Urine samples are often handed into reception by patients who are having yearly MOTs, at the doctors' request or if they feel they have an infection and want their sample checked.

We are requesting patients **not** to drop samples into the Practice on a Friday afternoon as we have no nurses working to test any samples.

If you feel you have an infection, please book an appointment with a nurse who can give you the correct advice and/or medication.



Please make sure if you are dropping a sample in as requested by a doctor or for your review that your urine request form is filled out correctly. Also, your name and date of birth must be written on your bottle.



\*PSA blood tests are becoming more frequently asked for due to press coverage of prostate cancer. PSA screening tests can be offered to men aged 45-70 without having to speak to the GP first. It is available if the patient has had no PSA screening for the last 2 years. If you are outside the age range and have queries regarding this please speak to your GP first.

**More information can be found on NHS Choices.**

We are currently in 'Holiday Season' and our travel clinics are getting full very quickly. We ask for your travel form to be completed and handed in to reception **6-8 weeks** before your holiday. This is to make sure you have enough time to see the nurse and receive the vaccinations you need.

Travel clinics are held on a Tuesday and Thursday afternoon. Each clinic has 4-5 appointments which last for 15 minutes each.

*We have a waiting list, so please hand in your travel forms as soon as you possibly can.*

## Charity Update

As you may be aware, we are supporting two charities at the surgery. We have our Patient Group Charity which is 'My Cancer My Choices'. Money is raised by the second-hand book sale in the foyer. Books are sold for 50p and are always very popular with patients of all ages.



Our second charity is 'The DASH Charity' which supports women, men and children who are affected by domestic abuse. Money is raised by the sale of handmade cards at reception. Cards are £1 and always well-liked with patients. They are all hand made by one of our patients.

**WE HAVE CURRENTLY RAISED £1200 FOR MY CANCER MY CHOICES AND £350 FOR DASH CHARITY.**

We feel that your donations are making a huge difference to those who have cancer and require some down time, and those who are affected by domestic abuse.

We are so grateful for your continued support with the books and the regular purchases of the cards and look forward to being able to donate more money in the future.

## OTHER SURGERY NEWS

Over the last couple of weeks, we have had a robin nest in our little garden in the centre of the building. We have enjoyed watching the babies grow and leave the nest 😊

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*Upcoming staff training dates where the Practice will be closed between 12pm-5pm are as follows:*

Wed 11th July  
Tues 11th September (TBC)  
Tues 30th October  
Thurs 29th November  
Tues 29th Jan 2019  
Thurs 28th March 2019

If you require medical assistance during these hours, please call our usual tel no. and you will be put through to the Out of Hours service.

We also hope you will find this checklist useful to help guide you to which NHS service you require if you are unsure where to start.



**Call 999** if someone is seriously ill or injured and their life is at risk.



**Call NHS 111** if you urgently need medical help or advice but it's not a life-threatening situation. You can also call [NHS 111](#) if you're not sure which NHS service you need.



**Visit a walk-in centre, minor injuries unit or urgent care centre** if you have a minor illness or injury (cuts, sprains) and it can't wait until your GP surgery is open.



**Ask your local pharmacist for advice** – your pharmacist can give you advice for many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throats.

## Updated Surgery Message

We have updated our Practice message which you may have noticed when calling us. The message is from Dr Evans and it advises that the Reception Team will now be asking for a brief reason for requesting an appointment.

Our staff are trained to triage calls and direct you to the correct clinician. You have the right to withhold that information but please bear in mind you may then be booked with someone incorrectly.

**Everything you say to our team is highly confidential.**

## FRIENDS & FAMILY TEST (FTT)



The Friends & Family Test

We would like to thank everyone who

has participated in the Friends & Family Test since its inception in December 2014.

Overall the feedback given by you has been resoundingly positive and it is encouraging for the practice team to hear that

patients have confidence in the service we provide. Overall, **85%** of patients would recommend our practice to their friends & family.

*We publish the FFT results on a monthly basis and these results can be accessed either via our website or in our waiting room.*

Most free text comments we receive relate to positive statements about the level of care and service that we provide, with patients often wishing to choose more than one reason for their decision.

The percentages of negative feedback are actually quite low. Unfortunately, on the few occasions that we are given a low rating, there is often no accompanying comment on why we have been rated poorly, so we have no opportunity to rectify the situation if we possibly can.

Please also note that we will **not** publish any negative feedback that personally attacks any individual member of staff.



South Central Ambulance Service needs drivers.

Patient Transport Service helps hundreds of people attend hospital services every day of the year. They are assisted by a dedicated professional team of Voluntary Car Drivers, who provide transport, using their own cars, for patients who are experiencing difficulties travelling to their appointments.

You do not need any previous experience just a friendly and

caring attitude and some spare time. They offer flexibility so you can volunteer as little or as much as you like, whilst also fitting in with your other commitments.

All that's required is someone aged over 18, who has a valid UK driving licence with no more than 3 penalty points, have access to a modern and reliable 4 door car prepared to undertake a DBS and occupational health check.

If you feel this is something you would enjoy, and would like more information, please email your name and which area you live in to the following email: [volunteer.cardriver@scas.nhs.uk](mailto:volunteer.cardriver@scas.nhs.uk)

## Home From Hospital

Do you live by yourself? Are you worried about when you return home?

Age UK Berkshire is working with Wokingham Borough Council to provide a short term home from hospital service for Wokingham Borough residents.

Age UK Berkshire staff and volunteers can provide services to settle you in at home, including shopping, liaison with other support services, information and advice, ensuring you are receiving correct benefits/attendance allowance etc.

Speak to Occupation Therapies or staff on your ward or contact Age UK Berkshire on: **0118 959 4242** or

Email [info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk)

### COMMUNITY NAVIGATOR

Community Navigators are local volunteers who help people find their way to activities, services or organisations which they would

enjoy, find useful or benefit from within the local community.


Our Community Navigator is called **Monica**. She holds clinics here at the Practice on Thursday afternoons. She offers both face-to-face appointments and telephone calls. Everything you speak about is confidential and if she can't help you she can put you in touch with someone who can.

If you feel you would benefit from seeing her or speaking to her on the phone, please call us to make an appointment.



### Social Media

Did you know that we have a Facebook and  Twitter account? Both accounts are updated regularly. Updates are generally about upcoming awareness weeks/ surgery information/ and general health information.

 Please 'like' us on Facebook by searching '**New Wokingham Road Surgery**' or follow us on Twitter: **@nwrsurgery**

You can also visit our website at:

<http://newwokinghamroadsurgery.nhs.uk/>

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Finally, we always appreciate feedback – both good and the not so good – so please do get in touch if you would like to share anything with us.

We wish you all a very happy and safe Summer.

**From all of us at New Wokingham Road Surgery ☺**

