



Southernhay House & Whipton Branch Surgery Newsletter!

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BY A. LEGER

At the beginning of a New Year, we all often make New Year's resolutions. The surgery has some too! It's never nice to start with a moan, but let's get it over and done with. **Do you ever wonder why you can't get an appointment?** Unfortunately we are still getting a high number of patients who do not turn up for their appointments. Understandably this is frustrating for the doctors and nurses who want to use their valuable time effectively and, also for the patients that are in need of a doctor's appointment but can't have one for a while! From December 1st 2013 – 31st December 2013 we had an alarming **190** appointments missed. **102** of these were doctor's appointments, **84** of these nurses, and **4** of them midwife appointments. This amounts to a whopping **44 HOURS and 40 MINUTES** of clinical time wasted in just 22 working days! So our plea for you is to make sure you **CANCEL** your appointments if you can't make them! There is no excuse! - For some time we have been advertising and offering a service where we will text you to remind you of your appointment the day before! So if you are like me and have trouble remembering things, then this is a fantastic solution! SIGN UP!



Now onto the Positives!



We may have been stuck in the Stone Age for a while at our surgeries but we are now catching up with technology and offering you the opportunity to **BOOK YOUR APPOINTMENTS ONLINE!** Wow I hear you cry! No more ringing the surgery for hours on end to book an appointment. This is instant! (Well as instant as the internet can be in Devon). I know you are now wondering how you can sign up to this fabulous service. Well, dig into your pocket, get your photo ID out and walk into reception! A member of the reception team will provide you with a username and password and away you go!

I am sure you are all aware that you can now **order your prescriptions online**. No more walking to the surgery in the rain, or relying on the postman to get it to us as quick as possible. A few clicks on the computer mouse and your prescription will be waiting at your selected pharmacy at a maximum of 2 working days later. You sign up for this service in the same way as signing up for booking your appointments online, simply show reception some photo ID.

That's 3 services we have offered you now, how could you turn them down!

Care.data

NHS
England

care.data

Some of you may already be aware of what care.data is, but if you aren't here is a brief explanation. You can also look at www.nhs.uk/caredata to find out more information or our surgery website: www.southernhayhousesurgery.co.uk

Care.data is new to NHS England. The purpose is to provide timely, accurate information to citizens, clinicians and commissioners about treatments and care provided by the NHS. Information about you and the care you receive will be shared, in a secure system, by healthcare staff to support your treatment and care. By having this information it allows the NHS to plan and improve services for all patients.



What are the benefits of sharing my information?

Sharing your information can help improve understanding, locally and nationally, of the most important health needs and the quality of treatment and care provided by the local health services.

Care.data will use only the minimum amount of information to help them to improve your patient care and the services the NHS provide. They will make sure that the way they use your information is in line with the law, national guidance and best practice. Reports that they publish will never identify a particular person.

Do I need to do anything?

If you are happy for your information to be shared you do not need to do anything.

What is the difference between Summary Care Record and Care.Data?

Care.Data can't and won't be used to treat you, and clinicians can't access the information.
Summary Care Records can and will be used to treat you, and clinicians can access the information.

CARE.DATA FAQs

What does it mean for me as a patient?

1. What is Care.Data?

Care.Data will make increased use of information from medical records with the intention of improving healthcare.

2. Who are HSCIC?

The Health & Social Care Information Centre is England's central authoritative source of Health & Social Care. The HSCIC, under the Health & Social Care Act 2012, can extract Personal Confidential Data from your GP Surgery without seeking your consent.

3. What data will be extracted?

Personal confidential data (PCD) such as referrals, all NHS prescriptions and other clinical data.

4. What data flows can a patient object to?

Patients have the right to object to any extraction of PCD from the GP practice unless there is

- (a) A statutory duty to share information
- (b) A court order, or
- (c) An overriding public interest in disclosure

The Secretary of State for Health, however, has given a commitment that, for Extractions of PCD from GP records that are to be sent to the HSCIC, patient objections will be respected.

5. Recording a patient objection

Make sure the Surgery are aware either verbally or in writing and they will record 'dissent' codes on your record to reflect that you do not want any PCD being extracted.

Patient Participation Group

Have YOUR say!

<http://www.southernhayhousesurgery.co.uk/ppg.aspx>

We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To join, either visit the surgery website or visit the reception area at either surgery to fill out a joining form. We are currently running a patient survey which closes on 17th February. Again you can find this on the website or we have questionnaires at reception. If you want to have a moan, or give us positive feedback anonymously this is the perfect way to do this.

Where is Dr Leger?

Dr Leger is currently on leave and should be back at the beginning of March. We are covering his clinics with sessional GPs.

Please be patient, patients.

We have two new members of staff joining the Surgery Team. Daisy and Deborah. (Apparently we only employ people whose name begins with a D!). We all know how scary it can be starting a new job, so please make sure you are patient with our new girls. Thank you!

Patient Participation Group

