

WINTER 2018 NEWSLETTER



Winter has most definitely arrived

It has been a busy time at Glenlyn with the introduction of extended access and managing the flu clinics. Preparations are underway for the winter months. Extended access clinics (a joint locality clinic) will continue in the evenings based at the Giggs Hill site in Thames Ditton (6.30 pm – 8.00 pm – pre bookable only). However, as outlined below, these times change over the Christmas and New Year period.

Glenlyn Medical Centre will be closed on Christmas Day, Boxing Day and New Year's Day.

The Extended Access service (based at Giggs Hill Surgery) will be open on Christmas Day, Boxing Day and New Year's Day between 08.00-10.00 am. The extended access number is 0208 939 3750 and this number should be used to call and make an appointment for this service. The NHS 111 is the service that should be contacted outside of Glenlyn Medical Centre and Extended Access Service times.

We have literally thousands of prescriptions to process and everyone needs to be sure to have their medication to cover them over the holiday period. We require 3 working days to process prescriptions. Online prescribing is available for repeat prescriptions. This makes organising your prescriptions even easier. Please see later in this newsletter for details.

IMPORTANT TELEPHONE CHANGES - ONE NUMBER - 0208 979 3253

There has been a lot of work going on behind the scenes to improve delivery and efficiency. We have invested in a new telephone system. There is now only one telephone number: **0208 979 3253**.

Our Patient Services Team is receiving call handling training. The goal is for patient calls to be answered quickly and efficiently. Patients will be immediately asked for their Date of Birth and a reason for wishing to see a doctor. Providing this information will enable the call handler to direct the patient to the most appropriate service (be it a telephone call from a doctor, a GP appointment, a call from an administrator or an appointment in the urgent care service).

On the day appointments will continue to be released at 8 am and 1 pm. Routine GP appointments will continue to be released 1 week in advance.

For prescription queries – please call between 10 am and 1 pm.

Blood test results – please call after 3 pm.

FLU VACCINATIONS:

Around 30% of our patients are eligible for a free NHS flu vaccination and running the vaccination programme each year is a big project for us. This year has been particularly difficult as the late introduction of a new vaccine for Over 65s resulted in vaccine supplies being restricted and has meant that there have been times when we haven't had any vaccine for these patients. We do appreciate that this has been as frustrating for some of you as it has been for us, but unfortunately it has been entirely out of our control. .

We made some changes to our flu vaccination clinics this year with a new walk-in clinic at Glenlyn. Maribel, one of our healthcare support workers, has been vaccinating almost every day since 24th September. We offered Saturday clinics at Glenlyn and Giggs Hill too and we hope that these new arrangements have made getting your flu vaccination more convenient. The District Nurses are now vaccinating housebound patients and our practice nursing team has visited all of the care homes in our area to vaccinate the residents.

By the end of November ...

We had vaccinated over 3000 patients!

Including 300 more 'Over 65s' than in the whole of last year

This is great news, however the overall picture is not so positive - 1 in 4 of our eligible adults under 65s who had a vaccination last year have yet to have it this year, and the overall number of our Over 65s who have been vaccinated is also down as fewer patients have been getting their vaccination elsewhere. Flu can be a very serious illness - it usually starts to circulate in the community in December, so it is not too late to have your vaccination – please do telephone for an appointment. The walk in clinic finished at the end of November so please call to book,

You might be surprised to learn that we are already working on next year's programme too, as we have to order the vaccine around Christmas time. We have to judge carefully how much to order, as we don't want to run out but neither do we want to waste money that could be spent on other patient services. More information nearer the time!

GDPR / Data Protection Act 2018

We have had to make some changes to the way young people aged 13 and above access our online services and receive texts and emails from us. This is due to a change in the data protection regulations which has designated 13 years as the **digital age of consent**.

This means we can no longer send electronic communications to anyone other than the young person themselves unless they have given us written permission to do so. We are therefore in the process of writing to all our young patients aged 13 and above to ask them to make sure that we have their own mobile number and email address recorded in their record and not that of a parent or carer.

Once the letters have gone out, we will be removing mobile number and email addresses that belong to a parent or carer from young people's records, so please do encourage your children to respond to us promptly. There is a 'Change Contact Details' button on the home page of our website or a form is available at Reception.

We are also making changes to the way that parents or carers access a young person's online account for booking appointments, requesting repeat prescriptions and viewing their medical record. Again, we can only give access to a parent or carer if we have the young person's written permission and this access will be provided via a new kind of account called a Proxy Account.

We are asking young people to call in to the surgery to personally sign an application form for online access and we will be providing them with new log-in details. Any previous log in details linked to a parent or carer's email address will be revoked. If a young person wants a parent or carer to continue to act on their behalf, they will need to telephone the surgery and ask to speak to the Patient Online Champion who will explain how to go about this.

PRACTICE NEWS:

We have seen some changes in our Urgent Care Team. We are currently advertising for an Advanced Nurse Practitioner. Our 'on the day' urgent care service is currently being delivered by an Advanced Nurse Practitioner, our Paramedic Practitioner and a GP.

One of our Practice Nurses retired at the end of October. She has been replaced and we will welcome a new Practice Nurse, Charlotte, in January. We will also have a salaried GP joining our team. Dr Sharif is currently working with us as a locum and he will be joining us permanently from January. We have also recruited an additional Health Care Assistant who will join in January.

We have recruited and are training a number of new Patient Services Team members. Our Patient Services Team is managed by Heidi. Heidi joined in April having worked for many years in patient services with a GP surgery.

SMEAR TESTS – Don't delay booking your smear test

The aim of the NHS Cervical Screening Programme is to reduce the number of women who develop cervical cancer and reduce the number who die from it. Since the screening programme was introduced in the 1980s, the number of cervical cancer cases has decreased by about 7% each year.

Unfortunately there is a worrying trend in screening rates which are falling nationally, including amongst Glenlyn patients. Please don't put your test off - book an appointment when you receive your invitation letter or if your test is overdue. We know some patients feel embarrassed or worried about the test, but please don't let this put you off booking that appointment - the nurses each do 100s of smear tests every year and spending a few minutes with one of them having your test may save your life. There are nursing appointments on Saturdays and some evenings if you cannot get here during the working day.

ONLINE ACCOUNT – for booking appointments and repeat prescriptions

Registering for booking appointments online has many advantages. GPs can quickly validate your identity during a consultation and log in details can then be sent direct to your e mail address. If you do not need to see a doctor, pick up an 'online registration' form from Reception or download one from our website. Please complete the form and return to Reception with ID documentation. We will set you up for online access and you will then be able to book appointments and order repeat prescriptions. Please ask at Reception for further information.

NEW – ONLINE TRIAGE

We have launched a new service online – 'ONLINE TRIAGE'. Please go to our website (www.glenlynmedicalcentre.co.uk) and take a look at this new service. It offers online advice from our GPs and covers a wide range of subjects. This service offers many advantages, not least for patients who are working and find it difficult to take time to visit the GP Surgery. This service is available to offer an additional access point for patients.

GLENLYN PATIENT PARTICIPATION GROUP (PPG) – NEW MEMBERS WANTED

The Glenlyn Patient Participation Group would like to hear from you. The PPG represents the patient group and provides feedback and communication. There is a noticeboard in each Practice displaying news from the PPG. The PPG meet regularly and new members are welcome to attend. The PPG is not a forum for complaints. Complaints should be addressed directly to the Practice. The PPG instead supports the work of the surgery and represents the needs and requirements of the patients. More members are required in order to ensure that feedback is representative of the patient population as a whole. The PPG can be contacted either by e mailing glenlynppg@gmail.com or by leaving your contact details with one of our Receptionists and they will forward your details to the PPG.

FINALLY, PLEASE 'DON'T SHOOT THE MESSENGER' AND DNA'S.....

Just a final word about interaction with the surgery. Please be polite with our Patient Services Team members. Verbal abuse and aggressive behaviour is never okay. We appreciate the frustration when patients are unable to get an appointment or something goes wrong. However, shouting and swearing upsets our staff and makes our working day more difficult. Dealing with upset staff detracts from other tasks.

We would also like to remind patients to cancel their appointments if they are unable to attend. 'Did not Attends' (or DNAs) mean an unused appointment that could have been given to another patient. It is easy to cancel your appointment. Just reply 'CANCEL' to your reminder text. If you do not have a mobile number registered with us, please advise Reception of your mobile number next time you make contact with the Surgery. The new Glenlyn telephone system will make it even easier to call and cancel your appointment. Please be mindful of this and remember to cancel.

Season's Greetings to all our patients. Here's wishing our patient community a happy, healthy and peaceful New Year.