



# Friends of Park Surgery

Newsletter No 69

Summer 2015

Charity No 1011608

**WORK** will begin later this year for essential repairs to the retaining wall in the surgery car park. While this happens the car park will be closed to all visitors apart from disabled badge holders and doctors.

During this time all patients and visitors will need to find alternative parking. **The car**  **park at the Bowling Centre** will remain free until 10 am and the nearest other car park is in **Swan Walk**, which is now ticketless. You will need to remember your registration number to pay on leaving. You may need to leave a little extra time to park and reach the surgery comfortably to keep your appointments.

## Practice Staff News

*The surgery has appointed four new receptionists and another IT administrator and is also recruiting to fill a Practice Nurse vacancy.*



## HOW DO YOU LIKE THE NEW RECEPTION ARRANGEMENTS?

**Visitors coming into the reception areas are no longer competing with telephone calls and can have undivided attention from the reception staff. We would really like to know if you have noticed a difference - please tell us. You can tell us what you think by visiting the [www.iwantgreatcare.org](http://www.iwantgreatcare.org) website or by following the link on the surgery website at [www.parksurgery.com](http://www.parksurgery.com) . There are still some staff shortages and we are grateful to the current staff who continue to manage the service so well.**

**Come to our next coffee morning and book sale.....**



*on Saturday 19th September 2015 - 10 to 12 am  
at the Methodist Church Hall, London Road, Horsham.*

*Enjoy a cup of tea or coffee and excellent  
homemade cakes, buy from our cake and bookstalls  
and buy a raffle ticket for the chance to win a prize*

## Care Quality Commission Inspection

*The practice is expecting to be inspected by the Care Quality Commission in July or August this year. This will be a "new style" of inspection over two days with a team of inspectors from different health disciplines. They will be looking at patient reviews on the [iwantgreatcare](http://www.iwantgreatcare.org) website. If you would like to review how the practice has helped you please visit the website [www.iwantgreatcare.org](http://www.iwantgreatcare.org)  
The surgery postcode is RH12 1BG.*

### Important Information about the Private Members Draw

***We are re-launching the Draw under a new name "100 Club"***

***All current members will retain their membership and new members are welcome***

***Please would the following members contact Tara Francis-Smith at [tara.francis-smith@nhs.net](mailto:tara.francis-smith@nhs.net) to confirm details of their standing orders:***

***M.C. Hall, J.C. Taylor, T.V. Davies and Mr. and Mrs. Shield***

Thanks to Ian and Christine Mogford for running the Draw

The results for June are:

Mr. And Mrs. King (223) £75 Mrs. And Mrs. Coburn (226) £35 Miss V.M. Patten (232) £15



### ***A NAMED GP FOR ALL PATIENTS***

***From 1st April 2015 all practices are required to tell all patients of their named accountable GP. Park Surgery has always operated a personal list system and most patients already know their named GP. All new patients will be informed who they are registered with on registration. The named GP does not take on 24 hour responsibility for the patient or change their working hours. They cannot be expected to be the only GP to care for their patient. Park Surgery operates a system where doctors provide cover when their colleagues are away. If you wish to change your accountable doctor you must put a request in writing to the practice manager.***

### **FRIENDS OF PARK SURGERY COMMITTEE NEWS**

The Committee is sorry that **Penny Sewell** has resigned from the FOPs Committee. Penny has been secretary to the Committee for the past twenty four years. She was involved with the Friends of Park Surgery right from the start when the practice was a very small affair and saw two rebuilds before the surgery became the large organisation it is now. We are very grateful to her for so many years of service. Her place as secretary to the Committee has been taken by **Jennifer Pearce**.

We are also grateful to **Norman Hewell** who has been responsible for FOPs membership since 1993. Norman is handing over some of his membership tasks now but will remain on the Committee and will still be involved with newsletter distribution. He has been delighted to see the practice grow over the years and many positive changes implemented.

## FRIENDS OF PARK SURGERY AUTUMN MEETING

**Tuesday 15th September 2015**

**Normandy Centre, Denne Road, Horsham RH12 1JF**

**Doors open at 6.30 pm for meeting at 7.00 pm**

**Tea and coffee will be served on arrival**

**The main topic for this meeting will be**

**Breast Cancer - Diagnosis and Treatment**

**The speaker will be**

**Miss Shamaela Waheed, Consultant Breast Surgeon**

**There will also be the always popular question and answer session with doctors from the practice**

**If you would like to attend please telephone the practice on 01403 330266 to book a seat**

### ACCESS TO MEDICAL RECORDS

From 1st April 2015 patient access to a summary of their medical records became mandatory; patients aged 16 and over are able to have online access to their **medication history and allergies**. (Access to the full medical record remains as at present. Access must be requested in line with practice policy and requires your doctor's agreement. A fee of £10 is charged for computerized records and £50 for full historical records.)

To access your record online you need to register for online services if you have not already done so, bringing photographic identification with you (passport, photo driving licence).

**If you are already registered for online services let us know and we will enable this facility on your record (which is password protected). We will advise you of your accountable GP at the same time.**

Parents may register their child up to the age of 14. Between 14 and 16 a child may have their own online access if their doctor considers them to be mature enough to manage their own appointments, etc. Patients aged 16 and over will need to have their own online registration and will need to produce photo ID to register for the service.

### SATURDAY OPENING AT THE SURGERY

The surgery is open on Saturday mornings for pre-booked appointments only and ultrasound, private physiotherapy and urology.

Patients who do not have an appointment and who need treatment on Saturdays should still use the **111** service.

The nearest urgent treatment centre is at Crawley Hospital  
See the surgery website [www.parksurgery.com](http://www.parksurgery.com) for more details



## NEW ELECTRONIC PRESCRIPTION SERVICE (EPS)

This new NHS service, available from 3rd August 2015, gives you the chance to nominate a pharmacy of your choice that your doctor can electronically send your repeat and other prescriptions to.

If you collect your repeat prescriptions from your doctor you will no longer have to visit your GP practice to pick up the paper prescription. It will be sent electronically to the pharmacy you have chosen. This will give you more choice as you can choose a pharmacy close to where you live, work or shop.

### Is this service right for me?

**Yes**, if you have a stable condition and don't want to go to the practice every time to collect the repeat prescription and if you usually collect them from the same pharmacy.

**No**, if you do not need prescriptions very often or if you pick up your medicines from different places.

### How can I use the electronic prescription service?

IF YOU HAVE NOT ALREADY DONE SO you will need to choose a pharmacy for your GP practice to electronically send your prescription to. This is called nomination. You can choose a pharmacy and a different dispensing appliance contractor (if you use one)

Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. Some pharmacies have already started collecting nominations from patients and your repeat prescription will automatically go to this pharmacy. If you are not sure whether or not you have a nominated pharmacy recorded please check with your pharmacy.

### Can I change my nomination or cancel it and get a paper prescription?

**Yes**, you can. If you don't want your prescription to be sent electronically just tell your GP. If you want to change your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Make sure you tell them before your next prescription is due or it may be sent to the wrong place.

### Is this service reliable, secure and confidential?

**Yes**. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now. Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. The re-ordering process will remain the same.

**For more information you can visit. [www.hscic.gov.uk/epspatients](http://www.hscic.gov.uk/epspatients),  
your pharmacy or your GP practice**