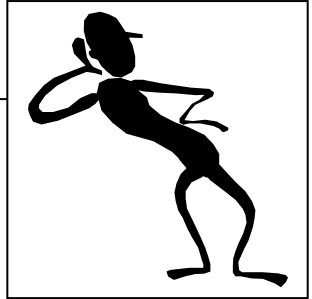


ST ALBANS MEDICAL CENTRES

May 2014

NEWSPAPER



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Surgery phone number: 01202 517333

Telephone Options

1. Emergencies Only
2. Appointments
3. Visits
4. Results/Enquiries
5. Prescriptions

Please try to make the correct selection to avoid blocking lines inappropriately.

Alternative GP services for problems that won't wait until we re-open and treatment for minor injuries, are available at

Boscombe and Springbourne Health Centre,
Palmerston Road Boscombe
8am - 8pm Saturdays and Sundays only

NHS111

If you require URGENT attention for more serious medical problems and advice outside surgery opening hours, please contact NHS111
Telephone - 1 1 1

Computer issues in January ... and what we'll do differently if it happens again

Monday 6th January 2014 will stick in our minds for a very long time! Our computers didn't work for most of that day, and we continued to have problems for the rest of the week. Every aspect of patient care is affected by this ... booking appointments, reviewing notes, issuing prescriptions, and so on. We can't even access patient telephone details.

The first staff to arrive at 7.30 AM were unable to log in to our computer system. Sometimes this happens but resolves within minutes. Unfortunately, despite the support of our system provider, computer engineers and BT, it was 4.30 PM before we had the system restored. We continued to have problems throughout the week, including an incident on 9th January where the BT engineer cut off our telephones whilst working on our internet connection, which resulted in us diverting calls and a receptionist to East Way!

Our clinical system is EMIS Web and it is "web hosted", so we rely on an internet connection to gain access to the system. Because of the importance of that connection, we have a secure N3 connection which has a primary line and a secondary back up. Both of these failed – one failed at the junction where it enters the surgery building, the other had a fault in the wires which involved an engineer lying on the pavement opposite the surgery, accessing the wires underground.

We tried to adapt to the circumstances as they unfolded – initially, we asked patients to call back in 30 minutes (usually we get our system restored within

that time frame), but we later modified that advice. Our usual policy is to wait for EMIS Web to be available before we see patients, as that allows the clinical staff to access patient records, test results, medication and allergies so they can make a fully informed decision on how to treat that patient. Later, when it became clear that we would be unable to access EMIS Web for most of the day, we took the decision to see patients without access to the computer record. We were able to see clinical records at East Way Clinic, so one of the GPs worked up there and we were able to print off clinical summaries for patients who had prebooked appointments.

I would like to thank all the patients for their understanding and patience whilst we were having these issues. Thanks also to the staff, who worked hard to keep the surgery running without that vital computer access.

We all agreed, though, that there were things that we could have done better, so we arranged a Significant event meeting for 14th February to discuss and agree an Action plan. I'd like to thank the patient representative who attended – it was very useful to have her perspective and insight.

This is what we will do differently in future ...

- We will see patients without access to their computer records. We will advise patients that the GP cannot access the clinical record, and the patient can then choose whether to keep the appointment or book for another time.
- We will see "book on the day" patients in an open surgery on a "first come, first

served" basis – we cannot guarantee to offer the GP of choice in this situation.

- Patients with prebooked appointments will be advised of the issues when they arrive, and given the choice of staying or rebooking their appointment.
- We have set up a message on the telephone system so that patients can be advised of the problems before they speak to a Receptionist .
- We'll put up notices in the Reception Area to update patients.
- Depending on computer access and room availability, we will reschedule some surgeries up at East Way clinic.
- We are lobbying the Clinical Commissioning Group to extend the hours when IT support is available, so that it better matches the surgery opening hours.

We hope that this situation will not happen again, but we are better prepared to deal with it if it does.

"WANTED - Patients to join our Patient Participation Group"

We are very grateful to the patients who have joined our Patient Participation group so far. Some patients attend face-to-face meetings, others offer suggestions by mail or email, and others have helped us with surveys. We usually have two meetings per year, and have conducted an in-house survey in each of the previous two years. We communicate by email or post usually, other than our face-to-face meetings - generally contact is two or three emails per year and two meetings if you wish to come to those. We value patient input, and have made a number of changes to our

appointment system, telephone / computer access and communications, directly as a result of the feedback we've been given.

We would like more patients to take part - especially if you are under 50, have school aged children, or have specific health needs. We would also like to attract people from a wide variety of ethnic backgrounds. Please contact Denise on denise.lavey@dorset.nhs.uk or leave your details with Reception. If you'd like to know more before you commit yourself, please contact Denise on 01202 636050.



Put Patients first: Back General Practice Campaign

As GPs we know patients value being able to see a doctor that is familiar with their medical history without having to wait a prolonged period of time to get an appointment. We realise it is important that patients feel their doctor has adequate time to listen to their concerns and investigate these thoroughly.

There are 340 million consultations a year in general practice which accounts for 90% of patient contact within the NHS.

There is no doubt that the workload in general practice has increased substantially in recent years. There is an increasing demand for appointments. Our population is ageing and the number of patients with multiple and complex medical problems is increasing. Patients with serious medical conditions are being

discharged home to GP care earlier. Despite this increasing workload, the amount of money invested in general practice as a proportion of the NHS budget has sunk to an all-time low. In 2004-5 around 10.33% of the UK NHS budget was spent on general practice. By 2011/12 this figure had declined to 8.39%. GPs are concerned that quality and safe care in general practice is being eroded by this funding drop. Patients are having to wait longer for appointments and the pressure on our hospitals is increasing.

The Royal College of GPs in association with the National Association for Patient Participation have launched a new campaign, "Put patients first:back general practice". The aim of the campaign is to ask the government to increase the proportion of NHS spending on general practice from its current 8.39% to 11% by 2017. With this increased share of the NHS budget GPs would like to:

Offer shorter waiting times for appointments and more flexible opening hours

Offer longer consultations, especially for patients with multiple/complex problems.

To improve care co-ordination and planning for our frail elderly patients and those with complex needs.

To deliver more care closer to home reducing the need for unplanned hospital admissions.

To spend more time with our patients that need us most and deliver a high quality patient experience in general practice.

We are asking our patients to consider becoming involved in the campaign. Only by patients making their voices heard can we make the urgent changes needed in general practice. For more information please visit www.rcgp.org.uk/campaign
Dr Julian Adams

Living Made Easy

Solutions

You may be able to maintain your independence with a little assistance from a family member or carer, or by using some equipment. Two local equipment service providers are the Enable Me Shop in Wallisdown and Bournemouth Careline.

The Enable Me Shop is part of the Equip for Living service. They not only provide free of charge equipment for some people receiving health or social care services, but they can also help those looking and paying for their own aids.

It's operated by NRS Healthcare, working in co-operation with your local council and the NHS. The shop has a demonstration area and staff can offer ideas about the range of products available. Pop in to 498 Wallisdown Road to find out more or telephone: [0844 89 36 364](tel:08448936364).

Telecare equipment could be another option. This equipment is designed to increase the independence and safety of users and includes personal alarms and safety sensors fitted in the home. This is useful for fall prevention, dementia support, medication management and home safety. Equipment can be set up to alert a live-in carer or to the dedicated

24 hour Careline service provided by the Council. A basic alarm unit and pendant costs £3.07 a week. For more information on these services please telephone: **01202 452795** or visit:

www.bournemouth.gov.uk/careline. Or to book an

appointment to see the full range of equipment at Brushett House (BH11 8BD), telephone: **01202 458362**.

If you decide to purchase some equipment, we suggest you choose carefully. Do not buy anything you don't like, can't manage or can't afford.

The role of Occupational Therapy

Occupational Therapists (OTs) and Occupational Therapy Assistants (OTAs) play an important part in helping people to remain independent, safe and well. One of the ways they do this is by finding practical solutions for everyday challenges.

Following a referral and assessment, OT staff may be able to help with

- suggesting safer and more effective ways of doing everyday tasks for you and the people who help you
- equipment to promote safety and independence (eg raised toilet seat or trolley)
- home adaptations (eg grab rails or level access showers)
- information about other support available and help with applying for grants where appropriate.

Penny Harbard, an OTA in one of the Adult Social Care teams explains: "We aim to enable people of all ages and backgrounds to enjoy meaningful and independent lives, despite any physical, mental or social problems they may have. We take time to understand an

individual's unique circumstances and needs. My customers often tell me that the small piece of equipment that I provided for them has completely changed their life by enabling them to become independent again."

Home adaptations

Following an OT assessment, Julie from Springbourne applied for a Disabled Facilities Grant and it's made a big difference to the quality of her life.

Julie had a car accident in 1982, which has left her with knee problems as well as other ongoing health issues. It was impossible for Julie to get in and out of the bath and up the stairs. So with help and support from OT staff she applied for a grant to have her home adapted to make washing herself easier.

The OT assessment identified that Julie needed a new ground floor bathroom with a level access shower. As well as the new, easy to access shower, this home adaptation also included a new radiator, shower seat, wash basin, toilet and non-slip flooring.

Julie said: "The downstairs bathroom has made life much easier for me as I couldn't climb the stairs to use the shower. My home is now more accessible and the work has made such a difference.

Getting the grant was brilliant and I'm really pleased with the end result."

Residents can access grants of up to a maximum of £30,000 towards home adaptations. This could include ramps to access a property, stair lifts, showers with rails, downstairs bathrooms, hoists or lowered kitchen units.

Anyone applying for this kind of grant will have their needs assessed by a member of the Occupational Therapy team and then the building work is arranged and supervised by the Housing team.

You can apply for a grant if you are disabled and own or rent your home or if you live with family.

You can also apply if you have a disabled child or if you are a landlord on behalf of a disabled tenant. How much grant you receive will depend on your circumstances; people in receipt of certain means tested benefits are exempt from charges. If you are not in receipt of such benefits you may need a financial assessment to determine if you have to pay towards the cost of the adaptation.

Councillor Blair Crawford, Cabinet Member for Adult Social Care, said:

"When people develop care needs, we aim to make sure the support they receive takes place in the most appropriate way and enhances their quality of life.

Through a range of services we are enabling people to lead safe, healthy and independent lives."



For information about referrals for an OT assessment and information about Disabled Facilities Grants, contact Bournemouth Care Direct: Telephone: **01202 454979** Minicom: **01202 454974** Fax: **01202 454975** Email: caredirect@bournemouth.gov BH Life Magazine Spring 2014

SEASONAL FLU – 2014



FLU CLINIC

A date for your diary:

Wednesday 8th October
At the surgery
8 a.m. – 5.30 p.m.

To help avoid congestion, please leave the earlier and later times for working patients.

Seasonal flu is a highly infectious viral disease. The vaccine changes each year, according to a prediction of which viruses are likely to be most prevalent. The H1N1 strain of swine flu will again be part of this year's vaccine.

Flu symptoms are nasty for everyone, but some people are at increased risk of the effects of flu. We strongly recommend you have a flu jab if you are:

- over 65 years of age
- live in a residential or nursing home
- the main carer for an older or disabled person
- pregnant (at any stage of the pregnancy)

or if you have:

- A serious breathing problem
- A heart problem
- Severe kidney or liver disease
- A neurological condition, e.g. stroke, MS, cerebral palsy
- Diabetes
- Lowered immunity, due to disease or treatment
- A problem with your spleen (or you have had your spleen removed)

- If you have a severe allergy to eggs or have had a previous allergic reaction to flu vaccine, discuss with your GP we may be able to source an appropriate vaccine.

If you are ill with a fever, wait until you are better to have your flu vaccine.

All children aged 2, 3 and who are 3 on 1st Sept 2014 will be offered influenza vaccine via nasal spray.

Children over 4 who are eligible for a flu vaccine will be offered influenza via nasal spray

We hope to see you at the Flu Open Day. We will provide other appointments for those who cannot make it on this date.

Meningitis C

The practice can offer a vaccination for Meningitis C for young people under 25 who are going to University. Protect yourself – book in for a vaccination with the practice nurse.



Shingles Vaccination

We had a very high uptake of the offer of shingles vaccination 2013/14, when the vaccine was offered to patients aged either 70 or 79 on 1st Sept 2013.

From September, we will be able to offer this vaccination to people who are 70,78 or 79 on the 1st September 2014.

It is a one-off vaccination, that aims to reduce the risk of developing shingles or reduces the symptoms if you do develop the disease.



Goodbye Marie

Marie (Receptionist) joined the practice in 2011 on a temporary basis to cover maternity leave. In May 2012 we were able to offer her a permanent position as part of the reception team.

She has now had an opportunity to try something new and left St Albans Medical Centre 25th April 2014.

We wish her well in her new job.

New Automated Check-In Machine

We have a new check-in machine in reception after weeks of managing without.

It has a **very** sensitive touch screen which only needs to be touched gently.



Thumping the screen can affect the workings within, and consequently your ability to check-in.

A broken touch screen causes disruption and frustration at the



desk when so many people are queuing to check-in and make appointments.

Please can we ask that everyone be as gentle as possible with the new screen.



Alternative Travel and



Vaccination Advice

Travel appointments with our nurse here at the surgery become very booked up this time of year as demand increases. You need to give 8-10 weeks notice to avoid disappointment.

There are alternative clinics available in the Bournemouth area, which we will direct you to if we are not able to accommodate you in the time frame you have presented with.

You need to be aware that there are some possible cost implications, as they charge for the consultation as well as the vaccinations. This is why it is important that you book with our nurse allowing plenty of time to before your holiday departure date.

A company called **MASTA** has joined forces with **Boots Chemist** which is very useful when looking for an alternative service locally, especially when we cannot offer you an appointment within the required timeframe

Ask at the surgery for a printout of your immunisation history and this will help the clinics to establish your needs when travelling.

It is possible to print off a Travel Risk Assessment form from our web site, which you will need to complete prior to booking an appointment here at the surgery.



<http://www.masta-travel-health/> if you are going abroad, get MASTA travel vaccinations including vaccination against yellow fever

and holiday medication for you and your family.

If you're travelling abroad you may need vaccinations or medication to help keep you and your family protected. To help you plan a safe and healthy trip, Boots has teamed up with MASTA, a leading travel health specialist, to provide you with a vaccination service that is tailored



to you.

Our instore Travel Clinic enables you to get the health information and vaccinations you need to help when you are going on holiday. This service is available in over 100 Boots stores nationwide, which are registered to give the yellow fever vaccination as well as other travel vaccinations such as typhoid and rabies (subject to stock availability). To find the nearest store to you with a Boots Travel Clinic, check the store locator on line.

It's easy to check if the service is right for you and your family. Just follow three simple steps:*

1). Register online and complete the short questionnaire about your trip.

2). We'll arrange a telephone consultation with one of MASTA's specialist travel health nurses who will put together a tailored Travel Health Plan** based on your details.

3). The nurse will then book an appointment at one of our participating pharmacies*** where a pharmacist will give you your vaccinations, medicines and advice to help you have a safe trip (subject to stock availability).

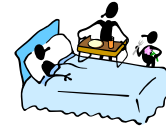
* For children of five years and over

** A £20 charge applies which is discounted against the cost of travel vaccinations/medicines in store. No refunds will be given for vaccinations/medicines costing less than £20

*** Selected larger stores eg: Boots at Castlepoint

Boots will ensure that your personal medical information associated with the use of this service will only be shared with Masta and anyone else directly involved in your care or where legally required to do so.

Could you be a CARER and don't even realise it??



Generally, it is considered part of human nature to want to nurture and take care of things and each other.

As a result of this, many of us consider our role of looking after someone as part and parcel of life and do not seek any form of recognition.

However, you could actually be selling yourself short.

“Carers are people who, without payment, provide help, support and improve the quality of life to a family member, friend or neighbour who cannot manage on their own due to physical or mental illness, disability, substance misuse or frailty brought on by old age.”

There are many types of carers amongst us and their contribution as a carer is valued by the GP. So it is important that we know if you are a carer or if you are someone who is cared for. As well as being vital

information if we had to admit someone to hospital, we try to support you in a number of ways.



Parents in particular do not consider their role as anything more than parental even though their life as a parent is challenged by the need for extra commitment due to the mental or physical condition of their child.

Does your child have:

Autistic Disorder
ADHD
Cerebral Palsy
Deafness/Hearing loss
Down's Syndrome
Emotional Disturbance
Epilepsy
Learning Disabilities
Severe and or Multiple Disabilities
Speech and Language Impairments
Brain Injury
Visual Impairment

This is just a small example of the type of conditions which families cope with on a daily basis and yet do not consider themselves to be carers. Without your help, the child's quality of life would change considerably and it is recognised that those who are carers also have to accept a change to their own quality of life.

The same can be said for people looking after an elderly relative, friend or neighbour, particularly when it is someone who you are close to like a mother, father, husband, wife or grandparent where you consider your role as something you 'just do' and therefore don't recognise yourself as a carer.

By registering yourself as a carer with the practice, we can try to

help make life a little bit easier for you by offering:

1. Home visits and/or telephone appointments if caring responsibilities mean you cannot leave the person you care for at home or bring them with you to the surgery.
2. Flexibility/ priority on appointment times where possible.
3. Support for the person you care for in the waiting room or a private area if you need to bring them to the surgery but would like an appointment in private.
4. Information about local carers support services.
5. Telephone ordering for prescriptions where possible.
6. An annual health check and a flu jab.
7. Information about your right to a Carers Assessment, which may lead to you and the patient being offered extra help.
8. Discussing with you what you would like us to do in the event of you or the person you care for having medical emergency.

If you are a carer

We would like to support you with caring
Please tell us how your caring is affecting you and what help you need

We will:-

- Avoid making assumptions about the amount of care you wish to take on.
- Help you look after your own health and wellbeing.

We will help you by:-

- Respecting your privacy and confidentiality and conducting conversations of a personal nature in private
- Talking with you and the patient about how information can be shared between patient and carer if the patient gives consent
- Always listening to and respecting the information you give us about your caring role and the needs of the person you care for (information is not passed to other agencies without your consent)
- Providing you with general information about health conditions when you ask for it or we have consent from the person you care for to share their personal information

OUR CARERS LEAD IS:

Jackie Smith
St Albans Medical Centre
Tel: 01202 517333

Please contact her in confidence if you have any queries about support for carers.

IMPORTANT INFORMATION



ABOUT YOUR MEDICAL RECORDS

This practice is linked to other NHS Organisations and shares data electronically through the

Summary Care Record.

Your Summary Care Record includes your name, address, date of birth and your unique NHS Number to help identify you correctly. It will contain important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had. Giving healthcare staff access to this information can prevent mistakes being made when caring for you in an emergency or when your GP practice is closed.

CareData is a system whereby your clinical information is extracted to help NHS organizations compare, improve and plan services for all patients. Your NHS number and postcode is extracted along with specific clinical information relevant to that service, but your name is not. The system is secure so that your identity is protected.

If you need more information about CareData, please ask for the leaflet "How information about you helps us to provide better care"

Your information is automatically linked to both systems unless you tell us you wish to opt out. If you do not want to share your data in this way, please ask for an Opt Out form.

Care Quality Commission

You may have read about the Care Quality Commission (CQC for short). CQC is responsible for monitoring and inspecting all care settings, to ensure that the care being provided is safe and appropriate to the needs of the person using the service. They cover a range of services, including doctors, dentists, care homes, and hospitals.

The CQC are reviewing their inspection process for GP surgeries. Dorset is a pilot area, so many local practices are having inspections in the coming weeks and months. The inspection report is then available to the public on the CQC website, and there are plans for practice reports to be published on the practice websites too. Eventually there are plans for a "star rating" system, the equivalent of the Ofsted rating for schools.

The main focus for the inspectors is the care of the service user - they want to know that the service offered is safe, effective, caring, responsive and well organised. They are very keen to hear the views of patients, as well as questioning the team about our policies and procedures.

Once we have a date for our visit, we'll publicise this in the waiting room. If you have any feedback or suggestions about the practice, its services or its staff, feel free to raise them via the Suggestion box or direct with Denise. We are

always looking at ways to improve the care of our patients, so we'd welcome your feedback.

Future Newsletters

Please let us know if there is anything else you would like to see included in future newsletters.

Just drop a note into the surgery addressed to Jackie Smith, reception Manager for consideration.

FLU CLINIC . 'DON'T FORGET'



A date for your diary:

Wednesday 8th October

At the surgery

8 a.m. – 5.30 p.m.

To help avoid congestion, please leave the earlier and later times for working patients.

**REMEMBER!!
Join our Patients
Participation group
NOW!!!**

See page 2 for details.