



Upton Surgery Patient's Newsletter

PLEASE GIVE US AS MUCH NOTICE AS POSSIBLE IF YOU NEED TO CANCEL YOUR APPOINTMENT. THIS WILL GIVE US THE OPPORTUNITY TO USE THE TIME FOR OTHER PATIENTS. THANK YOU

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1. NEW CLINICAL CALL CENTRE

This is a new service so that our patients can have extra choice. Patients ringing Upton Surgery main number 01684 592696 will now get a new message with Option 1 offering patients the ability to speak to a clinician.



If you press 1, you get transferred directly to a local Clinical Contact Centre. From there, a Nurse Practitioner will contact you by phone within an hour and they have access to your full notes providing you give permission at that time. They can offer several different treatment options

- Resolve over the phone
- Book an on the day appointment onto 'available' / 'allocated' appointment slots at Upton Surgery
- Prescribe and send a medication request through to the surgery for authorising / printing / signing / dispensing as appropriate. (patients can collect these at 11:45 for morning requests or 16:30 for afternoon request.

The CCC is open Mon-Fri 8:00 until 20:00 and on Saturday and Sunday between 8:00 and 12:00 (as well as some Bank Holidays between 8:00- 12:00)

We are the first rural practice to be included in this pilot to increase access in primary care and we welcome your feedback.

Demand for patient appointments continues to rise. On Tuesday 29th March 2016 we had 130 extras for our clinical team to deal with and 15 home visits.

Unlike the NHS 111 service, the CCC is staffed by local clinicians dealing with local people.

2. PRESCRIPTION CHARGE INCREASE

With effect from 1st April 2016 the Government have increased the prescription charge by 20 pence from **£8.20 to £8.40** for each medicine or appliance dispensed. 90% of prescription items are dispensed free, and this will remain the case.



To ensure that those with the greatest need and who are not already exempt from the charge are protected, the Government have frozen the cost of the prescription prepayment certificates (PPC) for another year. The 3 month PPC remains at £29.10 and the cost of the annual PPC will stay at £104.

Please remember to bring proof of exemption and identification when collecting prescriptions. We cannot issue medication without this.

3. Friends and Family Test (FFT)

This was introduced at the end of 2014 and we would like to share the results of the first twelve months, with you. The purpose of the FFT cards is to record "How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?"

Extremely Likely	276
Likely	24
Neither likely nor unlikely	4
Unlikely	3
Extremely unlikely	2
Don't know	0



4. WASTED/UNUSED MEDICINE



This is a serious and growing problem within the NHS that you can help tackle.

- Please let your GP or Pharmacist know if you've stopped taking any of your medicines
- Check what medicines you still have at home before re-ordering
- Discuss your medication with your GP or Pharmacist on a regular basis
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need
- If you don't need the medicine please don't order it! If you need the medicine in the future you can still request it.
- If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag.

Unused medicines cannot be recycled. Even if you never open them, once medicines have left the Pharmacy, they cannot be recycled or used by anyone else. Please bring your unused medicines to the Pharmacy for safe disposal.

5. ARE YOU A HIDDEN CARER?

Upton Surgery & Worcestershire Association of Carers are working together to provide a support service to reach out to carers, telling them about the support available to them and looking at numerous issues including socialisation, accessing correct benefits, respite care etc. Would you be surprised to know that throughout the UK approximately six thousand new people per day are identified as carers and there are approximately 63,500 in Worcestershire alone? These are unpaid people who support a relative, friend or neighbour who, through ill health, frailty, disability or addiction, are no longer able to care for themselves without help. You could be a hidden carer. Why not take advantage of this service? To access this service please ask your GP to make a referral on your behalf. All communication will be dealt with in the strictest of confidence.

Alternatively, you can self-refer by telephoning the Helpline 0300 0124272.

6. ART PROJECT SUCCESS

A partnership between Upton Surgery and Hanley Castle High School has been established to brighten up patients' experience when they visit the surgery.

A number of paintings from the students are now on display in our patient corridors alongside a further 10 pieces from the Paintings in Hospitals charity scheme.

As part of the partnership, members of the Patient Participation Group (PPG) have chosen their favourite and awarded the first Dr George Wilson Memorial Art Cup to Bethany Roberts who was presented with the cup and a prize by Dr Sue Everitt, Senior Partner at the practice, for her three paintings that are displayed in the surgery.



7. CHANGES TO SMOKING CLINICS

Regrettably Worcestershire County Council has made the decision not to continue to commission the Smoking Cessation Service from GP Surgeries. We are therefore very sorry that we are unable to provide this service from April 1st 2016. Any comments regarding this should be directed to Worcestershire County Council.

You may find these websites useful:

www.boots.com - Online stop smoking clinic which can provide prescription only medication to help you to stop smoking without a trip to the Doctor.

www.nhs.uk/smokefree

Choose from App, Quit Kit, e-mail, or SMS



Thank youfor taking the time to read this. If you have something to suggest, or a query, or want to express your thoughts (good or less good) regarding our services - we do want to hear from you. There is a box for suggestions in the main reception waiting area.