



# Upton Surgery Patient 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**

## February 2016 — Contents

1. Dr SMA Everitt Retirement
2. Stop Smoking Service
3. Upton Surgery Quiz 2015
4. Proxy Access to Online Patient Records
5. New Team Members
6. Pharmacy Minor Ailment Service
7. Strength and Balance Classes
8. X-pert First Steps
9. Reconnections
10. Patient Access
11. GP Scam

### 1 DR S M A EVERITT RETIREMENT

Dr Susanna Everitt has decided to retire and will be leaving us at the end of June 2016 to embark on a different life.

Dr Everitt qualified from St Bartholomew's in 1983, has worked for the Health Service for 36 years and joined Upton Surgery 33 years ago.

Dr Everitt is very grateful to everyone in the community for their support over the years.

We are happy to announce that Dr Gail Wetmore will be joining us as our new GP Partner. Many of you may remember Dr Wetmore when she was a registrar here in 2011, and in the interim years she has worked at St Martins Gate Surgery in Worcester as a GP Partner and is looking forward to joining us again in August.

### 2 STOP SMOKING SERVICE

Studies show that you're four times more likely to quit with help. This is your last chance to sign up for expert advice, support and encouragement to help you stop smoking as this service will no longer be available after 31st March 2016. We can offer free one-to-one support along with stop smoking medicines, which are available for the cost of a prescription.

### 3 UPTON SURGERY QUIZ 2015

Thank you to everyone who took part in our quiz. We are pleased to report that we raised £582 for the Rory the Robot Appeal.

### 4 PROXY ACCESS TO ONLINE PATIENT RECORDS

With new online services, practices are now facing challenges around proxy access rights and limitations. Proxy access refers to access to online services by somebody acting on behalf of the patient. Practices must consider the following when providing access to those other than the patient: The following rules apply:

**Competent Adult** – patients over the age of 16 are presumed to have capacity and should be given appropriate access.

**Adult Patients who lack capacity** – where a patient has a Lasting Power of Attorney (LPA) or a deputyship has been ordered by the court of protection, proxy access can be provided to the nominated person. Where these arrangements do not exist, next of kin or carers may request proxy access. It is the GP's responsibility to ensure access is only given where necessary and it is in the patient's best interests

**Children up to the age of 11:** Proxy access will be given to parents/guardians on request. At the age of 11 the access will be switched off.

#### **Young people between the ages of 11 and 16:**

Whether or not the parents/guardians have automatic proxy access to the records will be at the Practice's or Doctor's discretion determined by the Gillick competency test. Those who can make independent and informed decisions will be actively involved in decisions about who can access their information

**Young people aged 16 – 18:** In exceptional circumstances where a young person aged 16 – 18 lacks capacity to manage their healthcare needs, GPs may decide proxy access should remain with the parents/guardian.

### 5 NEW TEAM MEMBERS

**Michelle Hale** (Practice Nurse) **Christina Simms** (HCA) **Gill Ireson** (Dispenser) **Gemma Barker** (Trainee Dispensing Assistant) and two new registrars **Dr Rabie Mohamad** and **Dr Omoboyewa Sanwoolu**.

## 6 PHARMACY MINOR AILMENT SERVICE

Available to all registered patients in South Worcestershire, we are trialling a minor ailments service with registered pharmacies across the local area. Patients are either signposted or can self-refer to a participating pharmacy of their choice and request advice for a list of common minor ailments:

- Acute Pain/Earache/Headache/  
Temperature
- Athlete's Foot
- Bites and Stings
- Cold Sore
- Colds/Flu-like symptoms/Nasal Congestion
- Conjunctivitis (acute bacterial)
- Constipation (acute)
- Cystitis
- Dermatitis/Allergic Type Skin Rash
- Diarrhoea
- Haemorrhoids
- Hay Fever (Seasonal Allergic Rhinitis)
- Heartburn/Indigestion
- Mouth Ulcers
- Nappy Rash
- Oral Thrush
- Scabies
- Sore Throat
- Sprains and Strains
- Teething
- Threadworms
- Vaginal Thrush

There are a number of pharmacies across the area who offer extended hours such as late opening and 7-day services which provide patients with greater access to health advice and treatment.

## 7 STRENGTH AND BALANCE CLASSES

Strength and balance classes are held at Upton Surgery each Tuesday. This is an exercise course for older people who have had a fall or who feel unsteady on their feet. The aim of the classes is to improve your strength and balance and also to help you feel more confident when you are out and about. There is also a more general 'Fitness for Life' Exercise class held at the surgery every Thursday. For more information about any of the classes Please contact : Sue McCormick on 01684 565462 or pick up a leaflet from our display table in the GP corridor.

## 8 X-PERT FIRST STEPS

X-pert First Steps is a two and a half hour group information session available for all diabetic patients and their partner/carer to attend here at the surgery. The session includes information on diabetes, food groups, diabetes monitoring/ blood tests and why we do them. The session is informal, relaxed and informative. To book a place on our next course in March contact the Practice Nurses

## 9 RECONNECTIONS

Upton Surgery are pleased to recommend Age UK Herefordshire & Worcestershire's new service, 'Reconnections', which is working with people over 50 across Malvern Hills to improve confidence and rediscover activities you enjoy. If you or someone you know sometimes feels lonely, and would enjoy one-on-one support to re-connect to local activities, please contact 01905 740954 or email [reconnections@ageukhw.org.uk](mailto:reconnections@ageukhw.org.uk)

## 10 PATIENT ACCESS

At Upton Surgery we have been utilising Patient Access online for many years now and have a very high number of patients already signed up. These users have been able to make use of services like booking appointments and order repeat medication since its introduction. During 2015 we introduced access to further information held on your patient record and this includes allergies, immunisations, information on medication and we have also given users access to detailed coded information from the clinical record. This detailed coded information is placed onto your patient record by Clinicians during consultations and from information regarding your patient record received from Hospitals and other healthcare providers. Using specific codes allows terms such as 'Asthma' or 'Back pain' to be recorded accurately and consistently that can be quickly viewed and understood by other clinicians. If you would like to sign up for Patient Access or to check that you have access to this detailed coded information, please contact the surgery team.

## 11 GP SCAM

Police forces have become aware of a fraud circulating targeting elderly and vulnerable members of the community. Some older people have received telephone calls from a caller who purports to be from the GP surgery and is asking for an appointment to discuss the person's mobility needs. During the appointment, the older person is persuaded to buy mobility aids which are either unnecessary or inappropriate and always expensive.