



# Sele News



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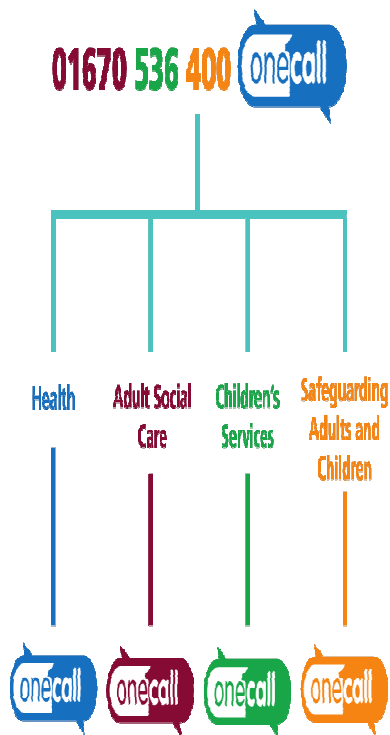
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**AUGUST 2018**

**PLEASE TAKE ONE**

## **One Call** **A new number to access care and social services**



## **Our Recall System**

From time to time you may find that you need to have more frequent or repeat blood tests such as Cholesterol, Thyroid Function (TFT), Liver Function (LFT) or a Prostate Specific Antigen (PSA) tests. Although the emphasis is on you as an individual to make these appointments, we do have a recall system in place to ensure that you attend for all your necessary tests.

Your health is very important to us and we use this system to ensure that you are getting the right treatment at the right time.

**How this works**, once the GP has identified that further regular tests are necessary a specific code will be added to your records and each month we search for these codes. If you haven't been in for the required tests we will write to you inviting you to make an appointment with one of our nurses so that the required tests can be carried out.

**So how can you help**, please make a note of when you are due your repeat tests and nearer that time call the surgery and make that appointment.

## **Who's who in the surgery?**

### **Receptionists**

Our receptionists deal with dozens of patients face to face and hundreds of telephone calls every day. They are able to make, rearrange and cancel appointments, prepare repeat prescriptions, register new patients and deal with a myriad of other enquiries. They are the face of the practice and will respond calmly, patiently and professionally to your request.

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### Administration team

Behind the scenes, is a team of efficient administrators who prepare referrals and recalls, work on medicines management, scan hospital letters into records, ensure the practice is complying with legislative and contractual requirements, and liaising with the Clinical Commissioning Group.

### Your confidential data is important to the NHS

**In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.**

You can choose whether your confidential patient information is used by the NHS for research and planning.

#### How your data is used

Your health and care information is used to improve your individual care. It is also used to help the NHS research new treatments, decide where to put GP clinics and plan for the number of doctors and nurses in your local hospital. Wherever possible, we try to use data that does not identify anyone individually, but sometimes it is necessary to use specific confidential patient information.

Anyone accessing confidential patient data is subject to strict confidentiality rules which last in perpetuity.

**You can change your choice at any time.**

**To find out more or to make your choice visit [nhs.uk/your-nhs-data-matters](https://www.nhs.uk/your-nhs-data-matters) or call 0300 303 5678**

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### Thinking of stopping smoking?

If you're a smoker, quitting is the single most important step you can take to improve your health. Whether you're a first time quitter if you've tried before, evidence shows that you are more likely to stop smoking for good if you have the right support. You are up to four times more likely to succeed with support from your local NHS Stop Smoking Service.

Trained advisors hold clinics at the Primary Care Centre every week and they can help you choose the right treatment for you and offer support and advice to help you quit for good.

For more information or to book an appointment, contact the Stop Smoking Team on 01670 813135.

### Team changes

Dr Charlotte Petrie and Dr Tity Nwankpa join us in August, each for a year. Dr Petrie will be working part time and Dr Nwankpa full time.

We thank Dr Carlin and Dr Twigg for their support over the past year and six months and wish them well in their careers ahead.

Our receptionist, Natalie Dougal, is moving to pastures new at Newcastle Hospitals.

Georgina Robley will be joining our reception team during the summer.

Final thought:  
Let food be thy medicine and  
medicine be thy food."  
— Hippocrates