*GP PRACTICE NEWSLETTER*

 *Issue 13: March 2014*

Care.Data Service - Patient Information

We have received calls from patients concerned about what they believe is a new system by which their medical records can be used for "research" or other purposes without their permission. We thought it would be useful to clarify about how data about your care can be extracted and used. The Care.Data service is a new service created by the Government via the Health And Social Care Information Centre (HSCIC).

**What data will GP practices be required to extract for care.data?**

The data to be extracted from GP systems for care.data includes information such as family history, vaccinations, diagnoses, referrals, biological values (such as blood pressure, BMI and cholesterol with QOF exceptions codes) and all NHS prescriptions. Identifiers (DOB, postcode, NHS number and gender) are required to link the GP data with PCD (Personal Confidential Data) from other care settings in order to analyse patient care across pathways. Free text will not be included in the extraction. Patients are able to opt out. For further information please ask at reception.

Welcome to this 13th Edition Newsletter...... what to expect in this edition

* Staff Starters and Leavers
* Care Data
* How to get the most from your local health services?
* Become a member of our virtual patient group

**STARTERS AND LEAVERS**

Kingston Medical Centre

* Welcomes Melissa Dibnah to the reception team.

The Quays

* Rebecca Winter will be leaving the Quays at the end of March having secured a position within the OOH service within CHCP.
* David Hagues, receptionist, is retiring at the beginning of April. We wish David well for the future, he will be missed.

The Calvert Practice

* Gemma McIntosh commenced as receptionist in December 2013, welcome Gemma.
* Lisa Warrington commenced as receptionist in January 2014, welcome Lisa.

Riverside Medical Centre

* Billie-Jean Raper will commence in post as senior receptionist from 31 March 2014, welcome BIllie.
* Tam Begum will be moving to The Quays from 31 March 2014, we wish Tam well in her new role.

**How to get the most from your local health services?**

Ask your receptionist for a copy of the booklet (printed in English but can be obtained in different languages).

Contents;

**Your local NHS Services**

* Doctors/GP Services
* Out of Hours GP Services
* NHS 111
* Accident and Emergencies
* Minor Injuries Units
* Confidential help and advice
* Pharmacies
* Dental Services
* Sexual Health Services
* Maternity Services
* Services in your Community

**Keeping you safe and Healthy**

* Mental Health Services
* Managing Pain
* Weight Management
* Help to stop smoking
* Support for healthy living
* Alcohol and drug problems
* Support for people with long term conditions
* Domestic violence
* Making your voice count

**ATTENTION ALL PATIENTS!!**

To all patients that have recently changed address, surname or contact number, please ensure you notify the surgery of this. If you have recently changed surname and are registered under a different name, please bring the relevant documentation into the surgery. Please note we will not be able to accept surname change until we have seen documented evidence.

You can have your say by becoming part of our ***Virtual Patient******Participation Group****.*

 We realise that people are generally very busy and may not have time to come to the surgery for meetings, therefore we would like to form a “virtual group” that can exchange views, participate in practice surveys and with whom we can consult from time to time by e-mail. However if you don’t have an e-mail address you can still get involved, the only stipulation is that you are a patient at one of the APMS practices (Calvert, Riverside, Quays and Kingston).

PLEASE CONTACT YOUR PRACTICE MANAGERS.

**WHEN TO ATTEND ACCIDENT & EMERGENCY DEPARTMENT**

We have been made aware that there are a higher number of patients attending Accident and Emergency Department. This has caused them to be on “red alert”. This means that they are under additional pressure to cope with this demand and are asking patients only to attend with emergency conditions as listed below;

* Chest pain/heart conditions
* Broken/sprained limbs
* Injuries following road traffic accidents etc

If in doubt if you should attend, contact your GP or 111 service for advice.

**HOLIDAY VACCINATIONS** – If you are going abroad and require immunisations, please make an appointment to see one of our Practice Nurses at least eight weeks prior to your departure.

**SHINGLES VACCINATIONS** - For patients aged 70 and 79 years old we will be holding a separate clinic for shingles vaccinations at all practices. You will receive an invitation if you within the age range.