

Newbold Surgery Newsletter Spring 2017

Edition No 21



**The newsletter is also available for
viewing and downloading**

on our website at

www.newboldsurgery.co.uk

Our Mission Statement –

“Our team are committed to delivering excellent patient care in a professional, friendly and safe environment. With patients and staff working together, we can ensure everyone is treated with courtesy, consideration and respect”

Staff News

This month saw the retirement of Dr Martin Bradley. Dr Bradley has been at the surgery for over 30 years and will be missed greatly by all the staff and patients. A lovely memory book was made for him with photos of his time here and personal messages from staff and patients. The book was presented to him at a retirement party held by the surgery along with vouchers to spend on his favourite hobby cycling. Dr Bradley tells us he'll also be spending his well earned rest sailing and gazing at the stars being a keen astronomer.

A lovely retirement cake was made by Sue Jenkinson, patient and PPG Secretary. The cake as always was delicious and we'd like to thank Sue for taking the time to bake it.



*We would all like to send best wishes to
Dr Bradley for a very happy retirement.*

Staff News

Following the retirement of Dr Bradley we now have a new GP Partner Dr Aran Day. Many of you will already know Dr Day as he previously worked at the surgery as a GP Registrar. We would like to welcome Dr Day into his new post and wish him well for the future.

We would also like to welcome a new member to our Admin Team, Jane Stevens. Jane joined us from another GP practice just before Christmas and comes to us with experience and a good understanding of general practice. We wish her well in her new post.

Dr Elizabeth Hughes, GP Registrar has now left the surgery after a 4 month training period. She has now gone off to pastures new to continue with her GP training. Good luck Dr Hughes.

Replacing Dr Hughes is Dr Emma Porcas, GP Registrar. Dr Porcas has previously worked at the surgery and this time will be working with us until August as part of her GP training. We would like to welcome Dr Porcas back and look forward to working with her again.

!!!! Parking Tickets - Please be aware!!!!

We would like to make our patients, visitors and staff aware that **parking tickets are currently being issued** by traffic wardens to anyone who parks on the footpath opposite the surgery car park entrance.

If there are no spaces in the car park there are usually available spaces on the surrounding streets or at the Littlemoor Shopping Precinct. Please park sensibly, we would hate for you to get charged. Thank you

Newbold Surgery

Patient Participation Group **Dates of the next meetings**

The next PPG meetings will take place on
Thursday 15th June 2017 and
Thursday 17th August 2017
At 6.30 pm in the surgery waiting room.
All welcome

FOR THE LATEST PPG MINUTES OR THE
MINUTES OF PREVIOUS MEETINGS
PLEASE GO TO

www.newboldsurgery.co.uk

OR ASK FOR A PAPER COPY AT RECEPTION
THANK YOU

NHS Cyber Attack UPDATE

Friday 12th May 4.00 pm Newbold Surgery Computer System has been involved in the NHS cyber attack. The system has been completely shut down to prevent the computer virus spreading thus leaving the surgery with no access to patient records. We have been advised by the computer system facilitators that the system should remain shut down whilst the extent of the attack had been assessed. This has now become a major incident affecting the majority of the NHS Systems in England causing disruption to Hospitals, GP Practices and NHS Trusts.

Sunday 14th May Members of the surgery staff are on site to try and establish the effect this attack has had on our system and try and put in place a plan of action to avoid as much disruption as possible when the surgery reopens for business on Monday.

Monday 15th May The surgery has opened with no computer facilities for medical emergencies only with patients to be triaged by one of our GP Partners. The Practice Nurses are able to operate a very limited service. Our telephone systems are still in working order but demand is high both incoming from concerned patients and outgoing from over the phone triaging/advice, this is overloading the system. Peak FM Radio Station has been informed that patients should only attend the surgery if it is a medical emergency.

Tuesday 16th May We are experiencing the same disruptions to the surgery as Monday.

2.00 pm Some of the computer system is now back online. However the main server which runs the system is extremely slow due to a huge backlog and not all the computers are accessible. Virus scans have had to be completed to our internal system and some computers have been removed from the premises due to virus problems.

Wednesday 17th May Today is a little less disruptive with the majority of the computer system back up and running however the system is still very slow being overloaded due to the back log of work from the previous five days. Many tests results and appointments from the hospital are inaccessible and we still have a delay on some of these.

Thursday 18th May The disruption is not completely over yet but slowly and surely the surgery is getting back to running at full speed.

All in all the past few days has been quite a stressful time for patients and staff at the surgery. We would like to take this opportunity to thank our dedicated staff for all their hard work in making this crisis run as smoothly as possible and also to our patients for their understanding and cooperation during this very difficult time.

Thank you.

Patient Participation Group (PPG) Est Nov 2011

The Patient Participation Group is a selection of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to our patient population.

If you would like to be part of this Group please contact PPG Secretary Sue Jenkinson on 01246 273185 or email suejenkinson163@btinternet.com

A copy of the minutes of each meeting are available to our patients and can also be found on the surgery website

PPG Virtual Patient Group

If you would you like to have your say about the services provided at Newbold Surgery but don't have the time to come to our meetings you may like to join our Virtual Patient Group. Please download a form from the Surgery Website.

Thank you to The PPG

Funds raised by the PPG have been donated to the surgery to purchase two more high backed chairs for the surgery waiting room. These will be available soon. The surgery would like to thank the PPG members for their kind gesture and look forward to the chairs being delivered for the use of our patients.

A message from the PPG

We would still appreciate donations of any paperback books for both adults and children, Music CDs & DVDs, small good condition toys and jigsaws, general greetings cards and Christmas cards. Please hand them in to the surgery or telephone 273185 if you have a lot which need collecting - nothing large, we can't store them!

Prescriptions

We will soon be withdrawing our email prescription ordering facility and encourage patients who have previously ordered via email to sign up for online services as an alternative.

Our **online prescription ordering system** is available via our website. To register you will require two forms of ID (one photo ID and one other ie utility bill) please speak to a member of our reception staff.

If you would also like to simplify the collection of your prescription and would like to avoid having to collect your prescription from the Surgery please register for electronic prescribing so we can arrange for your prescription to go direct to your pharmacy of choice. You as the patient will then only need to arrange collection from the pharmacy or delivery from them.

Prescriptions - Please Note If you have requested that a pharmacy collects your prescriptions this will apply to ALL your prescriptions, not just your usual repeats. Eg if you have a test result which shows you have an infection and your doctor issues a prescription for antibiotics, the prescription will be automatically collected by your chemist of choice. Please let us know if you wish to collect any prescription in person, this needs to be made clear at the time of ordering / speaking to the doctor.

Appointments Patients can book appointments up to 4 weeks in advance and phlebotomy appointments up to 6 weeks in advance.

A range of appointments are available at the surgery, some are available to book on the day, some up to a week in advance and others up to a month in advance. If it is a medical emergency we will always see patients on the day. We also have two late night clinics on a Tuesday and a Wednesday which run from 6.30 pm and can be booked up to a month in advance.

Our **online appointment booking system** is now up and running. Two forms of ID (one photo ID and one other showing evidence of your address ie utility bill) are required. Our **text messaging service** is also available. If you would like to register for these services please ask at reception.

See or speak to a Doctor of your choice

Where possible all our patients are able to see or speak to a Doctor of their choice even if it is not your registered doctor, however our GPs only have a limited number of appointments and telephone consultations each day. Please request your doctor of choice when booking your appointment, if they are not available you will be offered an appointment with another GP. If you would like to speak to a doctor over the telephone please contact the surgery before 11.45 am, if your doctor of choice is fully booked or not in that day you will be offered a telephone consultation with another GP. If you prefer you can request a telephone consultation with the GP of your choice when they are next in surgery.

Emergency Appointments

Please do not book an emergency appointment to obtain sick notes, repeat prescriptions or to be referred to the hospital. Emergency appointments are for medical emergencies that need to be dealt with that particular day. Please book a routine appointment for all other matters.

One problem per consultation

If you need extended appointment time to discuss more than one issue with your GP then please inform the admin team at the time of booking. Please inform your GP at the beginning of your consultation of the issues to be discussed thus allowing your GP to identify the most important issue and allotting the consulting time accordingly.

Home Visits Please think carefully before requesting a home visit. We are happy to visit patients in their own home if there is a clinical need but your help coming into surgery when possible is much appreciated. A GP can see at least 6 patients in surgery during the time it takes to see one patient at home.

Appropriate Request:-

Bedbound
Terminally Ill
Would come to serious harm if moved

Inappropriate Request:-

No transport or money
Children, young people and anyone who is mobile
Social reasons or for convenience
If other help is more appropriate (ie hospital/casualty)

Important Appointment information

DNA – Did Not Attend

We are continually reviewing the amount of nursing and GP time wasted by patients who fail to attend their appointments (DNA) and do not inform the surgery. The most recent results are as follows :-

November 2016 to April 2017	Number of Appointments wasted	Hours/days wasted in total
Nurse Time lost	614	231 Hours = 1 months' worth of consultation time
GP Time lost	523	

PLEASE REMEMBER TO CANCEL ANY APPOINTMENTS THAT YOU NO LONGER REQUIRE

Practice Learning (QUEST) 2017

Once each month there is usually an afternoon where the staff at the practice are involved in Practice Learning Initiatives. This includes the doctors, nurses, the practice manager, all administration staff and any GP Specialist Registrars with us at the time. These events usually take place on Wednesday afternoons.

Surgery will be closed from 1.30pm in the afternoon of the following dates for staff training (QUEST):

2017	12 Apr, 10 May, 7 June, 12 July, 9 Aug, 13 Sept, 11 Oct, 8 Nov & 13 Dec
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MIG

What is MIG? MIG stands for Medical Interoperability Gateway and it is a computer system that enables the sharing of specified datasets of patient information between healthcare providers. Patient information via MIG cannot be accessed without consent from patients during their consultations. In an emergency situation if a patient was unable to consent but they are medically at risk if they do not receive treatment, the clinician will access records in order to treat the patient.

The consent model for MIG is based on implicit consent to share and explicit consent to view. Patients can opt out from sharing at any time.

The Records and Information Group (RIG) has issued a directive to all GP practises to share their records to ensure that they are fulfilling the duty of care to their patients.

Patients who previously opted out of Summary Care Record or eDSM will automatically be opted out of MIG.

Accessible Information Standards YOUR INFORMATION YOUR WAY

Do you need us to provide information in a different format or any other communication? If so please let us know and we are happy to try to accommodate your needs

Reception confidential area / disabled patients and wheelchair access

If you would like to talk to someone discreetly on reception please use the lower level screened area to the left of reception as you enter through the surgery doors. This area provides a more confidential area in which to speak and also offers a lower level desk height for disabled patients and wheelchair users

Ear Syringing Due to unforeseen circumstances, Newbold Surgery is currently unable to offer an ear wax removal service.

The safest and simplest way to clear the wax is to put olive oil drops into the affected ear twice a day until the blockage has cleared. An information leaflet is available, explaining the correct technique, if required.

Please note that it may take several weeks or even months to soften the wax enough for it to come out.

If this doesn't resolve the problem, you can either;

1. Arrange to have the wax removed at a private clinic such as Specsavers Tel: 01246 270761 /222334 (alternate Saturdays). **Please note: you will be charged for this service.**

2. See your GP for assessment, who may refer you to the hospital ENT department if appropriate. You may be put on a waiting list before a hospital appointment can be offered.

Courtesy to Staff Getting angry or impatient either in the surgery or on the telephone only makes matters worse for you as the patient and for us as surgery staff. All of our telephone calls are recorded and can be listened to if we have any particular concerns.

"Please respect us we are here to help you"

Up to date patient contact details / text service

We ask that patients inform the practice as soon as possible regarding any changes to their contact details, including address and daytime telephone number. Please make sure your mobile information is up to date. If you do not inform the surgery that your number has changed important messages and appointment reminders may be sent to the wrong person. If you do not wish to receive text messages from the surgery please inform a member of staff.

Happy With Our Service? Please tell us what you think by visiting The NHS Choices Website and leave a rating and review. We would love to achieve a 5 star rating.

Complaints The surgery tries to work hand in hand with our patients, if however, you feel the need to raise a complaint or make a suggestion, forms are available to the right hand side of the reception desk or from the receptionist. Thank you.

Patient's Suggestions We always endeavor to improve the service to our patients and would appreciate any suggestions you may have.

Patient Contributions to the Practice Newsletter

Patients are invited to make contributions to the quarterly surgery newsletter. If you have anything you would like to contribute that will be of interest to other patients and our surgery community please put in writing and post in the Newsletter contribution box at reception. At the discretion of the Practice Manager we will certainly try to include these items for you.

The Friends and Family Test

NHS Midlands and East want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering patient's feedback, so we can review our service on a monthly basis.

The test will be based on 2 simple questions and the feedback we receive will help us to learn more about what patient's think of their experience - what they like and what they think we could improve. Ultimately, patients will be helping us to make changes that will ensure we can offer the best possible care.

ALL PATIENT INPUT IS GRATEFULLY RECEIVED.

PLEASE TAKE A FORM FROM THE WAITING AND RECEPTION AREA AND PLACE IN THE BOX PROVIDED ONCE COMPLETE. ALTERNATIVELY THE FORM IS AVAILABLE ON OUR WEBSITE AND CAN BE PRINTED OFF, COMPLETED AND RETURNED TO SURGERY.



Travel Vaccinations



If you require any vaccinations relating to foreign travel you will need to collect a travel vaccination form from the surgery or print your own from the surgery website.

Please return the form to us before making an appointment with the practice nurse. The form will include questions regarding which countries and areas you are planning to visit so that we can determine what vaccinations will be required.

There is further information about countries and vaccinations required available on the surgery website. It is important to make your initial appointment as early as possible - at least 6 weeks before you travel - as a second appointment will be required with the practice nurse to actually receive the vaccinations. These vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work. Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

**SUFFERING BUT NOT AN EMERGENCY?
VISIT THE NHS CHOICES WEBSITE FOR DETAILS
REGARDING MINOR ILLNESS ON www.nhs.uk**

Spring Flowers - Word Search



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| crocus | iris | pansy | tulip |
| daffodil | lily | peony | violet |
| daisy | magnolia | poppy | |