**EASTER 2014 NEWSLETTER**

**PATIENT GROUP – DAYBROOK MEDICAL PRACTICE**

|  |
| --- |
| **Electronic Prescription Service** |
| http://www.woodlands-cp.torfaen.sch.uk/wb/media/Pictures/General%20Images/Pad%20and%20pen.gif |  This new NHS service sends your prescription from this surgery to a chemist without the need for a paper copy. You can nominate a chemist of your choice to receive your prescription directly from your GP, via the Electronic Prescription Service (EPS). With EPS you will not have to visit this surgery to pick up your paper prescription anymore. You will have more choice about where to get your medicines from because you can choose a chemist near to where you live, work or shop. Forms to sign up to this service are available at this surgery and from participating chemists. |

|  |
| --- |
| **Easter Coffee Morning** |
| You are invited to our Easter Coffee Morning. It will be held at this surgery on Monday 31 March from 9.30am to noon. We will be selling cakes, tea and coffee and will be holding a raffle where you will have the chance to win some very delicious prizes. Please come along - we would love to see you.The proceeds of the event will be donated to a local learning disability centre in Arnold which is the Patient Group’s nominated charity for 2014. Please read on to find out more about it. | http://ts4.mm.bing.net/th?id=H.4869106898764603&pid=15.1 |

|  |
| --- |
| **Non Urgent Appointments** |
| https://encrypted-tbn3.gstatic.com/images?q=tbn:ANd9GcQ0xBeu6xJI5viGh9bM0do9ctDJ20GmXLfL0XTzZJTx-7HZsnDb | Please ring the surgery in the afternoon if you wish to book a routine appointment. These are available 4 weeks in advance. |

**Missed Appointments**

Every month up to 150 patients fail to keep their appointments. Please inform the surgery if you cannot attend your appointment. This enables us to give your appointment slot to someone else who needs to see a doctor. We can send you a text to remind you of your appointment time. If you have a mobile phone and would like to receive this service then ask at the reception desk for more details.

**Blood Tests**

These are available by appointment only. Please telephone the Arnold Health Centre on 8832300 or Park House Health Centre 9617616 to book appointments. Clinics are still being held at Daybrook but you will need to ring these numbers to book an appointment. Please note that appointments can be booked a few weeks in advance.

**Did you know that this surgery offers a telephone consultation service?**

This service enables you to book an appointment to have a telephone consultation with a doctor, rather than a face to face consultation in the surgery. Telephone consultations are not always possible, as the doctor may need to examine you, or need to conduct a more detailed consultation.

When you contact the surgery to book an appointment for a telephone consultation you may need to explain why you think a telephone consultation is appropriate. This information will enable surgery staff to assess your particular circumstances and decide if a telephone consultation is the most appropriate form of consultation for you.

Please speak to the surgery staff for further details on the telephone consultation service.

**Patient Group Chosen Charity for 2014**

The Patient Group is keen to support charities in the local area. We are pleased to announce that we have chosen a local learning disability centre in Arnold as our charity for 2014.

The centre is always in need of equipment that would support better health or social experiences for its members. The centre helps those people, even with the most profound of disabilities, to benefit from social experiences.

One of the patients at this surgery attends the centre. He attended the last Patient Group meeting and gave attendees some very positive feedback about the centre. He told us how the centre has enabled him to make new friends and learn social skills. It is great to be supporting such a worthwhile cause which is helping those within our local community.

**Medical and Health Information - Exchange of Records**

There has recently been some publicity about this topic, and so we are providing some further details for patients**:**

Summary Care Record: - Allows hospital staff/clinicians outside the practice access to details of a patient’s medications, allergies and sensitivities. Forms are available to opt-out if you do not wish this to happen. If you are happy for this information to be shared you do not need to do anything.

Record sharing:- between healthcare organisations to see consultations – i.e. Physiotherapy sharing their data with the practice and vice versa. Patients will be asked for their consent by both the practice and the department to which they have been referred.

Care data:- information uploaded will be used for purposes other than your direct medical care. Forms are available to opt-out if you do not wish this to happen. If you are happy for this information to be shared you do not need to do anything.

**This has currently been delayed until October 2014.**