

Daybrook Medical Practice
NEWSLETTER

www.daybrookmedicalpractice.co.uk

Welcome to the latest edition of our newsletter.

Changes at Daybrook

As you are probably aware, there have been numerous changes here at Daybrook over the last few months.

Dr Gina Bajek and Dr Lucy Daly have joined the practice. Both are working 6 sessions per week.

Dr Jenny Lee gave birth to a son – Josh – on 05 August. She is planning to return to work in Spring 2017. Her maternity leave will be covered by Dr Katharine Woodward and Dr Wilson Chin.

Danielle has joined us as a full-time healthcare assistant and Jacqui has returned to the practice on a part-time basis as practice nurse.

Sadly, I have to report that Gill Allcock has decided to retire and left the practice on 31 August. Gill has worked here for 16 years and will be sorely missed by patients and staff alike. We wish her the very best for her retirement which, knowing Gill, will be busy!

Flu vaccines

We are expecting our first delivery of vaccines in mid-September. **However, you can book your appointment now.** There are sessions available most days and at varying times.

Free flu jabs are available to the following groups:

- Anyone aged over 65.
- Anyone who suffers from diabetes, heart disease, COPD, asthma, kidney disease, or if you have suffered a stroke, or if your immune system is suppressed.
- It is also recommended for pregnant ladies.

- Children between the ages of six months and two years who are at high risk from flu are offered the annual flu jab.
- Children aged two, three and four on August 31 2016 – that is, children born between September 1 2011 and August 31 2014
- Children in school years one, two and three are also eligible but they will be given the vaccine at school.
- Children aged 2 to 17 with long-term health conditions such as diabetes are at higher risk from flu.

Shingles Vaccines

Many patients find it convenient to have their shingles vaccine at the same time as the flu vaccine.

There are quite complex rules about what age groups can have this vaccine. It is probably better to check whether you qualify before arranging an appointment.

Basically, you qualify if you are aged 71, 72, 73, or 79 on 01 Sept 2016. The vaccine is not recommended for anyone aged 80 or over.

Minor illness Clinic

Anne Morgan – our nurse practitioner – has been running clinics for some time now and these sessions have been well received by patients. As a reminder, Anne is able to deal with coughs, chest infections, earaches, rashes, urinary tract infections etc. and can prescribe.

Accessible Information

We are anxious that all our patients are able to easily access any practice information they require. If you have a disability of any kind that prevents you from accessing information via the usual channels, please let us know as soon as possible.

We can adapt the formats of various practice and patient documents to enable you to obtain the

information you need. We are aware also that many patients who have sensory disabilities have equipment adapted to meet their needs. We can update your records so that staff are aware.

Please contact us as soon as you can.

Travel Vaccinations

We have changed the process for arranging nurse appointments for travel vaccinations. If you need this service, we will give you a form to complete. We ask for the details of where you are planning to visit. When this is returned, the practice nurse will check it and then invite you in for an appointment if required.

Patient Group

The AGM of our valued Patient Group takes place on Monday 03 October at 5pm here at the Health Centre. All interested patients are welcome to attend.

Look out for details of their next Coffee Morning. This will be towards the end of the year.

The Patient Group have recently managed to acquire the services of a lawyer from the Nottingham Law Centre here at the practice. She comes in for a morning once every 2 weeks, but you will need to be referred by one of the GPs. The service is however, free of charge. She is able to discuss problems such as housing, benefit issues etc. that may be having an adverse effect on health.

Electronic Prescribing

This has now been running for over 2 years now and is much appreciated by the patients who have signed up for it. They find it efficient and convenient.

However, we have been slightly disappointed by the numbers of patients who are actually using this service and we are not sure why patients have been reluctant to use it.

Please ask at reception or speak to your pharmacist to find out of the benefits of this system. It really can save you time.

Data Sharing

There is now a facility in place for healthcare professionals involved in your care to access your medical record. This will mainly be community staff such as district nurses or podiatrists, out of hours care providers and A&E staff. However, no one can access the information unless you consent to this. Access will enable staff at these facilities to see more of your record than the Summary Care Record currently shows, and will enable them to treat you more efficiently as the information they will see will be more up-to-date.

Again, you will always be asked when attending one of these services whether you are happy for the clinician to access your record. They will always respect your wishes. Their aim is to provide the best possible care and having accurate up-to-date information will enable this.

In order to benefit from this, you will need to consent here at the practice. Please let us know as soon as possible if you would like us to amend your records to facilitate this.

Online access to your medical records

We have now set up a facility to enable you to look at your Summary Care Record and some of the coded information from your record online.

You will need to be registered to use Systmonline and will also need to let us know that you wish to access this facility as we will need you to complete some paperwork.

Please be aware that young people reaching the age of 13 will now have to re-register and obtain their own password. Their current password will automatically expire when they reach 13 years.

If a parent wishes to retain access to their child's records after this age, they will need to discuss this with one of the GPs along with their child.

You will need to provide photo ID and verification of your address to access this facility.

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Contact Details

If we do not have an up-to-date telephone number for you, we find it very difficult to contact you.

It is absolutely imperative that you let us know if you change your contact numbers or your address.

Without up-to-date information, we will be unable to contact you. Emergencies do arise and one day it may be you.

Out of hours care

If you need help or advice when we are closed, please ring the usual surgery number. Your call will be diverted to 111, or just dial 111 as the call is free. Your call will then be forwarded to the most appropriate service or they will offer advice.

You can also visit the Nottingham Urgent Care Centre on London Road that is open from 7am to 9pm 7 days a week and on bank holidays. This is a nurse-led service that can offer advice, information and some treatments.

A pharmacist can also provide on-the-spot advice for minor ailments. Many are now open until midnight every day.

Log in screen

Many of you may not have noticed that we have a touch screen on the front of reception that enables you to check in without having to speak to the reception team.

It is very simple to use and any member of staff will be happy to show you if you need help.

Although the screen may be black, you just need to touch it to bring it to life. It can save you queuing at busy times.

Not attending appointments.

Thanks to all those patients who contact us when they are unable to attend their appointments. However, there many more who do not contact us. During August alone, 197 appointments were lost due to patients not attending and not letting us know.

If you are registered for Systmonline, you can cancel your appointment there.

Otherwise, please do try to let us know if you are unable to make your appointment. Another patient will be glad that you did.

Your comments and suggestions

...are always welcome. Please leave a note in the Suggestions Box in the waiting room or speak to one of the team.