



SPRING/SUMMER NEWSLETTER 2015

QUEENS AVENUE SURGERY

www.queensavenue.co.uk

Easter and May Opening Times

March 2015

Good Friday	3 April	CLOSED	Monday	4 May	CLOSED
Saturday	4 April	8.30-1200 (for pre-booked appointments only)	Monday	25 May	CLOSED
Sunday	5 April	CLOSED	The surgery is open as usual at all other times.		
Monday	6 April	CLOSED			

Online Access for children and Medical Record Viewing

Registration of children for Online Access

Parents of children aged under 13 can register for online access on the child's behalf. When children reach the age of 13 we will terminate their registration. This is to protect the confidentiality of their personal medical information. At the age of 16 they can re-register in person with some form of photo ID.

Medical Record Viewing

The online service has been expanded to enable patients to view a summary of their medical record. This will be in addition to current medication requests, appointment booking and change of details. All patients who are registered for online services will have automatic access. Please ask a receptionist for details if you would like access but have not yet registered.

Patient Participation Group

To enable our patients to contribute to the continuous improvement of our services and promote improved communications, the practice is planning to set-up a Patient Participation Group (PPG). The aim is to liaise with members of the group on a regular basis (this may be at the surgery or by virtual group or a combination) .

It would be helpful to have representation from a broad spectrum of our patient population to enable contributions from different groups ie disabled, elderly, ethnic, carers etc. Carers who are not registered with the surgery but who care for a registered patient will be very welcome to participate.

We are awaiting further guidance but in the meantime you can register an interest by contacting Tracy Bowden, Practice Manager.

Hand Sanitiser

In response to a number of suggestions from our patients, we have provided a hand sanitiser situated next to the patient check-in screen.

Please use the sanitiser when you enter the building.

Thank you.



Information and Support for Older People

We have a list of befriending services, support groups, lunch clubs etc which can be found in our carer's packs in the waiting rooms—please feel free to take one. We would like to highlight a couple of these services:

The Silver Line—a helpline for older people—24 hours a day—0800 4 70 80 90.

Reach Out Good Neighbours—If you are over 50 and have a small 'one off' task that needs doing, they will send a volunteer to carry out that task for you. A minimum donation of £3 is suggested. Contact Lisa Holmes 01305 269444.

Dementia

Last year, details were publicised in the press about the payment for GPs to diagnose dementia in patients. This was offered to practices as an additional service but we declined to sign up to this as we felt it was unethical to be paid to make a diagnosis. Patients are screened when it is considered clinically appropriate.

Photos

We would like to reunite some photos found in a magazine donated by a patient. One photo includes the Duke of Kent. Please let us know if you think these may belong to you.

New Staff

We would like to welcome two new members of staff.

Jen Barton joined us in December as our newest receptionist from her previous position at the Winterbourne Hospital .

Katie Haskell joined the District Nurse team in December from the emergency medical team at the Musgrove Hospital in Taunton.

Electronic Prescriptions

From the end of April we will be enabled to send prescriptions electronically to pharmacies and dispensing appliance contractors. Many patients already choose a chemist to collect their prescription from the surgery. If you already have a preferred chemist we will use this preference as your nomination to send your future prescriptions electronically. If you do not wish your prescriptions to be sent electronically, please inform a receptionist.

For patients who currently collect their

prescriptions from the surgery, we would like to invite you to nominate a chemist . This will save you time by avoiding a journey to the surgery and may avoid a wait at the chemist.

You can let us know your preferences now but please be aware that this system will not start until the end of April. Please also note that not all prescriptions can be sent electronically.

Please see page 3 for more information on this service.

A new way to get your medicines and appliances

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

What does this mean for you?

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is this service right for you?

Yes, if you have a stable condition and you:

don't want to go to your GP practice every time to collect your repeat prescription.

collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

don't get prescriptions very often.

pick up your medicines from different places.

How can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called nomination. You can choose:

a pharmacy.

a dispensing appliance contractor (if you use one).

your dispensing GP practice (if you are eligible).

Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. You don't need a computer to do this.

Can I change my nomination or cancel it and get a paper prescription?

Yes you can. If you don't want your prescription to be sent electronically tell your GP. If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Tell them before your next prescription is due or your prescription may be sent to the wrong place.

Is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people in GP practices, pharmacies and NHS prescription payment and fraud agencies that see your paper prescription now.

Sometimes dispensers may see that you have nominated another dispenser. For example, if you forget who you have nominated and ask them to check or, if you have nominated more than one dispenser. Dispensers will also see all the items on your reorder slip if you are on repeat prescriptions.

For more information visit www.hscic.gov.uk/epspatients, your pharmacy or GP practice.