



Aspley Medical Centre

Patient News Letter

Issue 6

September 2015

Dr Simon Wright is retiring

Dr Wright is due to retire from his post as GP at Aspley Medical Centre on the 6th of November 2015

We would like to take this opportunity to wish him all the very best on this new chapter of his life and thank him for all his efforts and achievements here at Aspley Medical Centre over the past 29 years!

Dr Wright will be sadly missed by all his colleagues, friends and patients here at Aspley Medical Centre.

We have put a message book at reception for people to send him their best wishes or write a little message to Dr Wright before he cycles away around the country.

(Please ask at reception if you would like to write in this)

Congratulations Dr Wright and all the best for the future.



Helping us to help you.

If you would like to give us feedback we would love to hear from you!!

Please E-mail us at aspleymedicalcentre@nhs.net or contact us through the surgery on 0115 9292700.

Alternatively you could write to us at the surgery or drop in any comments or suggestions that you may have into the suggestions box that is located in the reception area of the surgery.

Did you know we have patient group meetings here at Aspley Medical centre?

This is a meeting where you can meet with other patients and help us to improve our services by sharing your ideas, views and experiences.

If you would like to take part please ask at reception or speak to the practice manager.

For more details of our surgery and other information on our services please visit the website at www.aspleymedicalcentre.co.uk

The normal practice opening hours are as follows:

Monday: 8.30 am - 6.30 pm

Tuesday: 8.30 am - 6.30 pm

Wednesday: 8.30 am - 6.30 pm

Thursday: 8.30 am - 6.30 pm

Friday: 8.30 am - 6.30 pm

Your feedback on our services is important to us and we always welcome your views as they help us to improve the services we provide.



*****Reminder about Prescriptions*****

Please note prescriptions take **48 hours** to be processed and they must be in before 10.00am for them to be processed that day.

You can order your prescription up to a week before it is due.

Prescriptions that are brought in after 10.00am will not begin to be processed until the following day.

An increasing number of patients are requesting **Urgent/Same day prescriptions** we understand that there are occasions where this cannot be avoided and although we always try our best to help in these cases it is not always possible for us to process them so quickly and puts added pressure onto the GP's to get them done in such a short space of time.

You can now order your medication online, ask at reception for more information and to register (please note you will need to bring I.D in order to do this)

Please allow 48 hours (2 working days) for your prescription request.



Missed appointments

Sadly we have had a lot of wasted appointments at the surgery due to missed appointments.....

**Last Month August 2015 there were a total of 176
wasted appointments.**

By cancelling appointments that are no longer needed we can offer them to people who **urgently** need to be seen..... one day this could be you.

You can now **book, cancel and check appointments** both **online** and via the **telephone automated service.**

May we take this opportunity to thank the patients that already keep or cancel your appointments and save the time being wasted.

Thank you.

Staff training

The surgery sometimes closes on a Tuesday afternoon for Staff training, these dates are displayed outside the surgery doors and on the inside of reception to keep you up to date with our opening times and are updated regularly.

The Next staff training day will be on **Tuesday 15th September.**

Please see the notice board for further dates and details.

Staff changes

We are having a few staff changes at Aspley Medical centre and would like to introduce you to our team....

First of all we would like to welcome **Dr Adam Harrison** who will be joining our practice on the 2nd of November 2015 he will be here to see patients on a Wednesday, Thursday and Friday will sit for 6 sessions a week when **Dr Simon Wright** retires.

We would also like to welcome **Georgina** to our Administration team who you may have already seen working on the front desk.

Dr Karen Jenkins is currently on Maternity leave and is due to return in February next year.

Just a reminder of who's who here at Aspley medical centre,

Doctors

Dr Jonathan Harte

Dr Penny Shields

Dr Mary MacArthur

Dr Simon Keogh

Dr Karen Jenkins

Dr Adam Harrison

Nurses

Teresa Browing

Maggie Litchfield

Christine Wilks

Healthcare Assistants

Michaela Warsop

Estelle Parkin

Our Admin/Reception team

Anne, Carol, Estelle, Kelly, Sharon, Karen, Justine and Georgina

Practice manager

Cheryl Miller

Practice Secretary

Louise Westbury

Assistant Practice manager

Julie Birch

House keeping

Sharon Spray

Information Sharing

Please read this important information about the changes to sharing of medical records

All our patient medical records are stored on a computer system called SystemOne, this system is used by NHS professionals in both GP surgeries and hospitals across England. It is totally secure and can **only be accessed by medical professionals in the NHS** using secure log in details.

Access to your medical records on SystemOne and the way information is shared between medical professionals is changing in three different areas; **Summary care records, Care data research and the Electronic data sharing model.**

The introduction of these schemes is **to improve the quality and safety of your care.** Better access to your information makes your care quicker safer and more personal.

What is a summary care record?

A summary care record is a brief electronic (computerised) summary which contains information about the **medications** that you take, **allergies** you suffer from and any **adverse reaction to medications** that you may have.

This information is **shared with emergency services** such as A&E or the out of hours GP services so that they may treat you safely but does not give the emergency services full access to your medical records.

The standard setting is to Share (Opt in)

What is care data research?

The NHS continually **gathers data in order to evaluate health and social care services** to ensure that the best and most appropriate healthcare services are properly funded, and will aim to improve health and social care services.

How does the NHS do this? - The NHS will automatically download information from SystemOne about diseases, such as diabetes, from medical records but this is controlled by laws and strict confidentiality rules. The kind of information used may include your date of birth, postcode and NHS number **but your name would not be included.**

The standard setting is to share (opt in).

What is the Electronic Data Sharing Model (EDSM)?

Patients now have a choice about how GP Practices Share their full electronic medical records. This means patients can choose who can see their information.

You therefore have two choices to make;

- 1) **Sharing out** - if you are 'sharing out' then you agree to have your full medical records shared with other NHS professionals who are treating you e.g. district nurses.

This will mean that healthcare staff supporting and providing care will be able to see and share up-to-date, accurate information about you to help them make decisions and to prevent mistakes. The healthcare staff will always ask for your permission before opening your medical record unless it is a medical emergency.

The standard setting for your medical records WILL be shared out amongst other NHS Professional staff from 2nd November 2015

- 2) **Sharing in** - if you are sharing in then you agree to share medical information with your GP from the NHS healthcare professionals who are treating you outside of the surgery.

Involving your GP in your care outside of the surgery will ensure that your GP is kept up-to-date and that they maintain continuity of care.

The Standard setting will be shared in so that your GP can view all the treatment you receive.

An example of sharing - in and sharing - out from 2nd November 2015

If you went to see the physiotherapist for treatment, your GP would **SHARE OUT** your medical information/records to the physiotherapist, but the physiotherapist would always ask for your permission before viewing/opening your medical records. The physiotherapist **WOULD SHARE IN** the treatment you received from the physiotherapist. The GP will be able to look at the record of treatment you received from the physiotherapist.

How do I change the standard settings?

If you do nothing, then the standard settings will be applied to your medical records. If you want to change these, please fill out the slip attached on the next page and return this to the surgery so that we can update your records.

Please note you can change your mind at any time

It's your choice

Summary care record

I agree to my summary care record being shared with NHS Emergency services.

Please tick: Agree/opt in () Disagree/ opt out ()

Care Data research

I agree to care data research accessing my medical records to evaluate and improve health care services.

Please tick: Agree/opt in () Disagree/ op out ()

Please record the following EDSM onto my medical records

Sharing out - I agree to the sharing out and allow other NHS professionals treating me to access my full health records making information available to be viewed by Healthcare professionals in urgent care settings.

Please tick: Yes/Shared () Not/Not shared ()

Sharing in – I agree to sharing in and allow other healthcare professionals to share my treatment received by them with my GP.

Please tick: Yes shared () No Not shared ()

Patient name:

Date of birth:

Patient signature: