



Newsletter June 2018

STAFF NEWS

In June, we welcomed Wendy Hurn to our Practice Team. She will work as an Advanced Nurse Practitioner running Emergency Clinics three days a week, complementing our existing Minor Illness Clinics and providing additional appointment capacity. Wendy will be a great addition to our team.

At the end of July we will say goodbye to Dr Ma as he completes his GP training with us. We wish him every success for his future in medicine.

We are sorry to say goodbye to our Receptionist Ezra who will leave us at the end of June. She will be missed but we all wish her well for the future. Good luck Ezra!

NHS BREAST SCREENING PROGRAMME



From May 2018 your local NHS breast screening team is working in this area, inviting women aged about 50-70 who are registered in this practice for routine breast screening.

A research trial is also being done to help assess the benefits and risks of screening women slightly younger than 50 and older than 70. About half the women aged 47-49 and half aged 71-73 in this area are being sent letters inviting them for screening and giving them information about the trial.

You can discuss breast screening with your doctor. If you are aged 47-49 or over 70, the staff in this practice can tell you how to contact the local screening team if you wish to opt out of the trial or if you have not been invited but would like to be screened while the team is in the area.

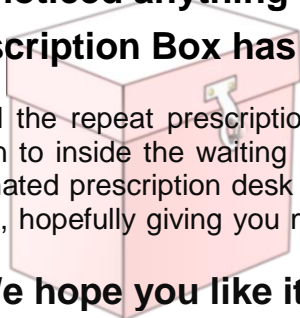
More information about screening and the trial can be found at: www.cancerscreening.nhs.uk



General Data Protection Regulation (GDPR)

We are conforming to the new GDPR which came into effect 25 May 2018. There are notices around the surgery informing you of how we use your information – please take the time to read them.

Have you noticed anything different? Our Prescription Box has moved!



We have moved the repeat prescription box from the front of reception to inside the waiting room. We have created a designated prescription desk in the corner of the waiting room, hopefully giving you more space and privacy.

We hope you like it!

PRESCRIPTION CHARGES



The NHS prescription charge in England increased to £8.80 per item from 1 April 2018

Patients who are not eligible for free prescriptions but who have long-term conditions may benefit from a prescription pre-payment certificate (PPC). Charges for 3-month and annual certificates remain at £29.10 and £104.00 respectively. Annual certificates mean that a patient can have all the prescribed items they require during the year dispensed for just £2 per week. More information is available at www.nhs.uk.

AAA Screening to Continue

Abdominal aortic aneurysm (AAA) screening continues for male patients reaching 65 this year. AAA is a ballooning of part of the aorta that is within the abdomen, which can prove fatal if it ruptures. The next session will be at the end of July. Please do take advantage of this service if you receive an invitation to attend. Male patients aged over 65 who have not had screening, can self-refer by contacting the service:

Tel: 0117 414 8610. Email aaascreening@nbt.nhs.uk



MJog is our new fully automated text and email messaging service, providing an

easy way of communicating with our patients. It is designed to reduce DNA (did not attend) numbers by providing you with confirmation and reminders of your GP appointments and allowing you the option to cancel your appointment with a simple reply to the text message

There is a special MJog Messenger App, which can be downloaded from the app store or google play



MJog may also send patients the Friends and Family Test following an appointment.

When we are closed

DIAL 111



for access to all
out of hours
services

Holiday?

Don't forget your travel vaccinations



Make sure you get the right information by speaking to one of our Practice Nurses for advice and information.



There is no cure for World Cup Fever!!



Priory Surgery Volunteer Group (PSVG)

Can you help?

Our Volunteer Group is still recruiting! Can you spare some time to help patients with either transport to surgery/hospital appointments or befriending visits?

There are more patients asking for help from the group but we are short of volunteers, particularly drivers.

If you could spare a few hours each week and think you might like to help other patients, please pick up a leaflet at the surgery, look at the details on our website or ask at Reception.

Alternatively you may be a patient who would like some help from our volunteers. If so, please let us know and we can help put you in touch with the local co-ordinator.

We'd love to hear from you!

Updating your details

Please remember to let us have your details if you move house or change your name, phone number or email address. We are increasingly using electronic methods to contact patients and it is really important that your details are kept up to date, in particular for appointment bookings and reminders.



URGENT PRESCRIPTION REQUESTS

Following our previous article in the last newsletter we have now started our new system for **URGENT** prescriptions. Doctors have agreed a restricted list of medications that can be issued as urgent requests. These medications are;

Heart and Diabetes medications, 'Rescue' Inhalers, Anti-epileptics, Parkinson's medication, Anti-coagulants or Contraception

If you consider your request to be urgent and your medication is included in the above list, you will need to ask at the reception desk for an 'urgent' repeat prescription form. Urgent requests will only be issued as paper prescriptions, which will need to be collected from the surgery **after 6pm** on the day of the request. Urgent requests will **NOT** be sent electronically.

If however the medication you require is not on the above list, you will not usually be given an urgent prescription and your request will be passed to a GP for review and a decision for the urgency.

Your Data Matters to the NHS

The NHS wants to make sure you and your families have the best care now and in the future. Your health and adult social care information supports your individual care. It also helps us to research, plan and improve health and care services in England.

In May 2018 the strict rules on how this data can and cannot be used were strengthened. We are committed to keeping patient information safe and will always be clear on how it is used.

You can choose whether or not your confidential patient information is used for research and planning.

To find out more visit:

www.nhs.uk/your-nhs-data-matters

New Telephone System

We apologise for any inconvenience caused on 21 and 22 June whilst we were having our new telephone system installed, particularly if you had difficulty getting through to us. Everything is now working and we hope you will find the system more efficient.

PATIENT ACCESS, which is run and controlled by EMIS, has been updated recently to make the programme more attractive and user friendly.

Apart from the expected teething problems, the changeover has gone well. However, if you are experiencing problems, please let us know.

DID YOU KNOW?

Waiting for news about your hospital appointment or referral?

If you have a query about your referral or need help chasing an overdue hospital appointment, our secretaries would be happy to help. There is no need to speak to a doctor or have a GP appointment.

Nominated Pharmacy

Patients are invited to nominate a pharmacy of their choice that is convenient for collection of their regular medication. Repeat prescriptions, which can of course be ordered online, can then be processed and sent electronically to your pharmacy without the need to call in or contact the surgery.

Unfortunately this service cannot currently be used for Controlled Drugs (CDs) such as Diazepam, strong painkillers etc.

Why not try it out?

Don't forget to sign up for Patient Access too!

Priory Surgery Opening Times

We are open Monday to Friday from 8.30am to 6.30pm.
Late surgery until 8.00pm on Monday, Tuesday, Wednesday or Thursday

Tel: 0117 949 3988

