



Surgery Newsletter 2018

Mattishall & Lenwade
Surgeries

Summer 2018

Welcome to the summer 2018 issue of the surgery newsletter. Inside this issue we hope to inform you of some forthcoming improvements that we are planning to the surgery, all of which are aimed at enhancing your experience when contacting the surgery and all as a result of feedback from our patients. So please keep your ideas and suggestions coming, they really do make a difference.



GENERAL DATA PROTECTION REGULATIONS

We respect your right to privacy and aim to keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health so that those supporting you can give you the best possible advice, treatment and care. All staff sign a confidentiality agreement as part of their contract of employment.

The **General Data Protection Regulation (GDPR)** is a new law that applies from the 25th May 2018 and determines how your personal data is processed and kept safe and the legal rights that you have in relation to your own data.

So what does this mean for patients? The GDPR sets out the key principles about processing personal data.

- Data must be processed lawfully, fairly and transparently
- It must be collected for specific, explicit and legitimate purposes
- It must be limited to what is necessary for the purposes for which it is processed
- Information must be accurate and kept up to date
- Data must be held securely
- It can only be retained for as long as it is necessary for the reasons it was collected

There are also stronger rights for patients regarding the information that Practices hold about them. These include::

- Being informed about how their data is used
- Patients having access to their own data
- Patients can ask to have incorrect information changed
- Restrict how their data is used
- Move their patient data from one health organisation to another
- The right to object to their patient information being processed (in certain circumstances)

To comply with this new regulation, we have reviewed our processes, procedures and protocols updating many of these to comply with the changes.

One of the core changes sees an update of our Fair Processing Notice (sometimes known as a Privacy Statement). This statement discloses the way we gather, use, disclose, and manage the information we hold about you. It fulfils our legal requirement to protect your privacy.

Visit our website to view a copy of our updated Fair Processing Notice. This is also available at request from Mattishall Reception.

The NHS Business Services Authority has also issued a Privacy Statement regarding the way in which that organisation manages the information it receives from GP Practices and Pharmacies on the prescriptions that are sent to them to fund the medication and appliances that are dispensed to you.

Visit our website to view a copy of the Privacy Statement from NHS Business Services Authority.

One of the other changes linked to the new guidelines relates to data subject access requests (SARs). An individual can make a SAR to any organisation that they believe is processing their personal data. This request must be in writing or E Mail. We have also created a form for patients to complete. Under the new guidance, responses will be made within one calendar month. An extension of 2 months can be allowed if necessary taking into account the complexity of the request. A fee can no longer be charged unless the request is manifestly unfounded or excessive, in which case a fee may be charged or the request refused.

We have updated our Practice policy on subject access requests. The form to complete can be requested from reception.

If you have any questions around how we collect, manage and share your data, please speak with our Data Protection Officer, Stephen Middleton.

WE CARE ABOUT YOUR PRIVACY

As of 25 May 2018 we're aligning with the European Unions new General Data Protection Regulation (GDPR). We've updated our privacy policy to provide you with information on how the Surgery protects your privacy including information on how to exercise your rights to your data. Visit our website to access the updated Privacy Policy.

Text Messaging Service

We use SMS Text Messaging to contact patients for appointment reminders and other healthcare reasons. If you don't wish us to continue with this, then please contact the Surgery to let us know.

GDPR—TELEPHONE CALLS

In compliance with GDPR Article 6 (1) all incoming and out going telephone calls are recorded for the provision of healthcare and for training.



Our online service is called SystmOnline.

SystmOnline allows you to do the following at a time convenient to you:

- book appointments
- view/request prescriptions
- view a summary of your patient record
- view test results
- view vaccination records.
- add/change contact details

Note: SystmOnline is only available from within the UK. You cannot access SystmOnline from abroad.

Registrations - please speak to a member of staff at either Mattishall or Lenwade Reception if you would like to register. Registration needs to be in person and you will be issued with a secure login and password. Please bring photo ID with you, such as a passport or driving licence.

When you have your user name and password, you can log in by visiting the following website:

<https://systmonline.tpp-uk.com/>

Please note: SystmOnline passwords and password resets will not be given out over the phone.

Annual Patient Participation Group Conference

This year North and South Norfolk CCGs are joining up for the annual Patient Participation Group (PPG) Conference to give PPGs and practice staff the opportunity to meet up and share ideas about involving patients in primary care.

The event will take place on **June 14th 9.30am – 1.30pm Bawdeswell Village Hall** <http://www.bawdeswellvillagehall.co.uk/contact/>

We are looking forward to seeing PPG members, practice managers and any other interested practice staff at this event. Please let us know if you would like to come by registering via the following link: <https://www.eventbrite.co.uk/e/north-and-south-norfolk-joint-ppg-conference-tickets>

Vaccinations for Foreign Travel



If you require vaccinations for foreign travel please follow the steps below:

1) Research and print out a Travel Health Profile specific for you and your destination from:

Fit for Travel – an NHS website www.fitfortravel.nhs.uk (free of charge)

MASTA – website www.masta-travel-health.com (free of charge)

2) Make a 20 minute appointment with the Practice Nurse – make one appointment for each member of the family and bring with you a Travel Health Profile for each individual (they may vary) and also details of previous vaccinations you may have had.

Please note that there may be a charge for certain vaccinations and some are not readily available. The Nurse will be able to advise you about this.

Allow plenty of time before your departure date to fit in the vaccination schedule – some require more than one dose.

For travel to more exotic or remote destinations we would recommend that you seek advice from a specialist travel centre – several are available in Norwich.



Malaria prophylaxis

If you require anti-malarial tablets, please discuss your requirements with our Pharmacist and the Practice will issue you with a private prescription. There is a charge for this type of medication.



European Health Insurance Card (EHIC)

free online www.ehic.org.uk or call 0845 606 2030 or £2 from post offices

Medical insurance

You are also advised to ensure you have adequate medical insurance



Remember for Summer.

Sun damage doesn't just happen when you're on holiday in the sun. It can happen when you're not expecting it, for example when you go for a walk or sit in your garden.

You can protect yourself by following the SunSmart messages,

- Spend time in the shade between 11am and 3pm.
- Make sure you never burn.
- Aim to cover up with a T-shirt, hat and sunglasses.
- Remember to take extra care with children.
- Then use factor 15+ sunscreen.

Report mole changes or unusual skin growths to your GP.

Always take special care of children's skin. The best way to do this is to cover them up and keep them in the shade.

If you do have hayfever make sure that you order your medication in plenty of time to keep on top of your symptoms.

The same with asthma. Always make sure that you have your inhaler to hand in case of an emergency.

Remember to keep hydrated especially on warm days, its generally recommended that you drink up to 8 glasses of water a day

Home Visits



A home visit takes between 4 and 5 appointments out of the doctor's day.

This is a special service for the housebound and seriously ill. Whenever possible a request for the doctor to visit should be made before 11:00am so that the doctors may plan their visits for the day.

We are unable to guarantee a specific Doctor who will visit as this depends upon availability and other factors. The decision to make a home visit will be at the Doctor's discretion.

We are unable to undertake visits on the basis of lack of patient transport.

AUGUST BANK HOLIDAY OPENING TIMES

Mattishall Surgery will be closed from 18:00 hrs Friday 24 August 2018 until 08:30 hrs Tuesday 28 August 2018.

Lenwade Surgery will be closed from 12:00 hrs Friday 24 August 2018 until 08:30 hrs Tuesday 28 Aug 2018.

If you have an urgent medical need that cannot wait until the surgery re-opens and need to contact the out of hours GP, call 111

If faced with a medical emergency then dial 999.

HEALTH CHECK ADVICE - Cervical Cancer Awareness

Cervical cancer is the most common cancer in women under 35 in the UK, but can affect women of any age. Cervical Cancer is one of the most preventable cancer types. Screening, vaccination and lifestyle can all play a role. Cervical screening saves up to 5,000 lives from cervical cancer every year in the UK. Women aged 25 - 49 are invited for screening every 3 years. Women aged 50-64 are invited every 5 years.



What symptoms should you look for? No matter what your age and even if you have been for a cervical screening, it is important to see your doctor if you notice any bleeding: between periods, during or after sex, after the menopause.

Get to know your body and keep an eye out for these or any other changes that are unusual or don't go away—for example pain or change in vaginal discharge (fluid). It's more likely to be something less serious but it's best to get it checked out. If you have any questions about cancer—Cancer Research UK can help:

FIND OUT information about cancer cruk.org

ASK their specialist information nurses 0808 800 4040

SHARE your experiences cancerchat.org.uk

Leaflets on many types of cancer are available from the leaflet unit in our Practice waiting areas

Job Vacancies: Advanced Nurse Practitioner (Visiting Nurse)

We are looking for a highly motivated and enthusiastic Advanced Nurse Practitioner who will bring their own skills and attributes and complement, strengthen and help shape our existing clinical team of 3 GP Partners and 5 Salaried GPs. If you are an experienced Advanced Nurse Practitioner with heaps of determination and a thirst for exciting new challenges then this is the ideal position for you. For more information contact the Practice Manager Stephen Middleton

Lenwade Surgery

Dr Jones & Partners are fully aware of the condition of the lane leading to the surgery. The lane is unregistered, which means there is no known owner.

The lane is used by people visiting the school, the fishing lake, by residents whose houses are on the lane and also by patients visiting the doctors' surgery.

We have asked our local councils to investigate this issue for everyone who lives on or uses the lane.

Please keep us up to date with your current address, home and mobile phone numbers. Please speak with one of our reception staff if you need to let us know of a change in details.

Carers Week 11-17 June 2018



Are you looking after someone?

Jointly makes caring for someone a little easier, less stressful and a lot more organised by making communication and coordination simpler between those who are sharing the care.

Norfolk County Council has teamed up with Carers UK to offer carers in our area free access to a wide range of online resources to help make caring easier.

Create an account and redeem your free access code:

DGTL7862

Sharing care is easier when you do it Jointly.

www.jointlyapp.com

To get the app for free, you must first create an account on the Jointly website and redeem the access code.

1. Visit www.jointlyapp.com and click 'Sign up'
2. A new page will appear, complete the form, and press 'Sign up' again at the bottom
3. Click 'Create a new circle' and select 'Use Free Access Code'
4. Enter the code **DGTL7862** and click 'Redeem'

Then, if you want to, you can download the app and log in with the details you used to register.

Did you know you can access a wider range of online resources and tools by signing up for the Digital Resource for Carers?

Phone Request Repeat Prescriptions phased out.

The telephone requests for repeat prescriptions ceased in April 2018.

Patients requiring repeat prescriptions are requested to order their prescriptions by:

- A. SystemOnline
- B. Sign up to the free prescription service in Mattishall & Lenwade.
- C. Place their repeat prescription requests in the red box held in either the reception area or pharmacy
- D. Pass their completed repeat prescription request form to the prescription delivery driver. Please ensure this clearly states what is required and when.

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

There were a total of **311** missed appointments between 3 Jan—2 May 2018



We provide  **NHS Health Checks**

Aged 40 – 74?

Over 100,000 people in Norfolk have had their **FREE NHS Health Check**
Have you had yours?

Think you might be eligible?
Ask for details and book one here today

Not had a NHS Health Check in last 5 years?

Virtual Patient Participation Group



Do you have something to say, but don't have the time to attend meetings?

Do you have ideas about how to improve your Practice?

Do you have access to a computer?

If you answered yes then join our Virtual Patient Participation Group
www.mattishall.co.uk

The Virtual Group provides the wider Patient population with the means and the opportunity to get involved in the discussions and actions being taken helping to improve and increase the healthcare services at Mattishall and Lenwade Surgeries.



**Integrated
Contraception and
Sexual Health Services
in Norfolk**

If you are 16 and over and don't have any symptoms but would like to test for STI's, go on line to iCaSH Express Test
www.expresstest.icash.uk

For face to face appointments call 0300 300 3030

Under 24 and want Chlamydia screening and/or condoms? Visit areyougettingit.com

Emergency contraception is available 7 days a week from pharmacies throughout Norfolk

From 7 may 2018 we will no longer have face to face clinics on Saturday mornings at Vancouver House Kings Lynn or Fridays at Braydon Clinic Great Yarmouth

For more information visit www.icash.nhs.uk

Useful Information

Practice Website

www.mattishallsurgery.co.uk Patient Leaflets are available in the surgery.

Out of Hours

Call 999 for life threatening emergencies

Call 111 for all other medical/dental problems.

Dental

If you need help finding an NHS dentist in your area call PALS on 0800 587 4132

Newsletter Editor :

Stephen Middleton

New Staff:- The Practice would like to welcome Craig Henderson to our team as a Prescription Delivery Service Driver.

The Mattishall & Lenwade Team

Doctors:- *Dr Hywel Jones, Dr Elizabeth Jones & Dr Johanna FitzGerald (Partners)
Dr Emily Cary, Dr Susanna Ahlund, Dr Jane Ewing, Dr Melissa Allen,
Dr Dovile Garaleviciene*

Nursing team:- *Lesley Anderson, Joanne Bannister, Theresa Dennett, Irene Miloserdovs,
Marcia Slee (healthcare Assistant) & Heidi Holmes (Healthcare Assistant)*

Management Team:- *Stephen Middleton:- Practice Business Manager
Theresa Brennan:- Patient services and HR Manager
Emma Edwards:- Data and Systems Manager
Sally Whales: Finance Manager
David Leigh:- Pharmacy/Dispensary Manager*

Opening Times:

Mattishall Surgery: Mon-Fri 8.30am-6pm (closed Sat/Sun & Bank Holidays)

Lenwade Surgery: Mon 8.30am-6 pm (closed for lunch 1-2pm)
Open Tues/Thurs/Fri 8.30am-12 noon
Closed Wed/Sat/Sun & Bank Holidays

Mattishall Pharmacy: Mon-Fri 8.30am to 6.30pm (closed 1-2pm for lunch)
Closed on Sat/Sun & Bank Holidays