



# Autumn Newsletter 2013

**Dr Jonathan Pearce**

**Dr Sarah Newey**

**Dr Alex Brennan**

**The Surgery, Stone Drive, Colwall, Malvern. WR13 6QJ**

## Flu Clinic

For anyone who missed our Annual Flu Clinic we will be running a smaller clinic on Wednesday 6th November 2013 at the Surgery. You will need to make an appointment for this clinic so please ask at reception.

We strongly recommend that you have a flu vaccination if you either:

- are over 65 years of age;
- or under 65 years of age and have Diabetes, Asthma, Chronic Pulmonary Obstructive Disease, Chronic Heart Disease / Renal Disease / Liver Disease / Neurological Disease or are Immunosuppressed;
- or a carer looking after someone else.

## Appointment confirmation by Text Message

We can now send a text message directly to your mobile phone when you make an appointment. You will then be sent a further text message 48 hours before to remind you of your appointment.

The receptionists will therefore be asking you for your mobile phone number. Should you not wish to receive text messages please inform one of the receptionists.



On behalf of all the staff at Colwall Surgery we would like to say a big thank you to all the patients who came along to our Flu Clinic on the 12th October.

We raised a total of £315.20 from our Coffee morning and raffle. £160.00 of which will go to MacMillan Nurses with the remaining £155.20 is going towards a new phone system.

We would like to say a huge thank you to the members of the Patient Liaison Group who spent the whole morning making lots and lots of teas/coffees, serving cakes and of course doing all the washing up.

Also a big thank you to all the patients who kindly made us lots of wonderful cakes to sell on the day.

## Patient Liaison Group

If anyone would like to be part of the Patient Liaison Group please pop into reception and give your details to a member of reception

## Patient Access Facility—Repeat Prescriptions

From the 1st September 2013 we will no longer be using our colwall.surgery@nhs.net email for repeat prescription requests. Instead we will be using the Patient Access Facility which links directly to the patient electronic record held by the Surgery.

Patient Access is a secure service which links our surgery to patients over the internet. Patients can use Patient Access from a home computer or from any other device that they use to access the internet, for example a mobile phone (you will need to download the App to your device, which is free).

The Patient Access facility will allow our patients to make requests for medication directly to the surgery. Also, patients are able to update us of any changes to their personal details such as address or telephone numbers.

Should you wish to continue to use the service of ordering prescriptions online, or start to use this service if you haven't done so before, please ask one of our receptionists who will provide you with the information required. You will be given information containing your own personal pin numbers, which are required to set up your online account. Once you have registered, you will need to follow the instructions given on the screen.

If you have previously completed the consent form to request prescriptions via email you will still need to speak to the receptionists as you will need to be given the information sheet with the pin numbers in order to set up your own account. For more information you can go to the Patient Access website: <https://patient.emisaccess.co.uk/>

## **Carers — Do you look after someone who is ill, frail, disabled or mentally ill?**

If **'yes'** then you are a carer and we would like to support you.

Please ask one of our receptionists for a form to complete telling us that you are a carer and who you care for. If you are agreeable, we can pass your details onto Herefordshire Carers Support or Worcestershire Association for Carers, which are countywide organisations providing relevant information advice and local support services for carers. Alternatively you can contact them directly on the telephone numbers below.

We could also refer you, with your permission, to have your needs assessed by Adult Care Services, which is part of the Social Services. A Carers Assessment is a chance to talk about your needs as a carer and the possible ways that help could be given. It can also look at the needs of the person you care for. Also, as a carer, you are also entitled to a 'flu jab' as part of the annual flu campaign, so please do make an appointment with the nurse.

**Herefordshire Carers Support 01432 356068**

**Worcestershire Association for Carers 01905 26500**

**Herefordshire—Carers Emergency Card Scheme**

**This is a FREE carers Emergency Card Scheme designed to reassure Carers and the Person they care for that , in an emergency, help will be on the way. For further information please contact Herefordshire Carers Support on the number provided above.**

## **Anticipating & Identifying Patients Healthcare Needs**

The Department of Health has asked General Practitioners to help reduce urgent care and emergency admissions for their patients. One example of urgent care is when a patient telephones 999 for an ambulance. Some emergency admissions and urgent care could be prevented. One way to prevent emergency admissions or the use of urgent care is based on identifying patients who may need extra care because of their specific health needs. These patients, when identified, may require help from a different health care provider (e.g. District Nurse, Community Matron, Hospital Consultant) other than their GP Whilst they are still in their own home.

To help identify the patients who may require extra support whilst living at home, the GP needs to allow an outside organisation to undertake a search of the patient information system using a specific electronic search tool. To ensure that your information is safe, there are strict guidelines and sharing agreements in place, No information is shared beyond the practice and only the GP which is the Caldicott Guardian can allow the search to be done.

If you have any concerns please speak to your GP. If you are happy for your information to be used in this way you do not have to do anything. However, if you would not like your information to be used in this way, please ask at reception for an 'opt-out' form.

## **Wasted Appointments for the Doctors and Nurses**

In September despite having booked them, there were appointments not used by patients. This figure amounts to over **1 1/2 days** of clinical time wasted. If you are unable to attend an appointment you have booked with either the Doctor or a Nurse please telephone the surgery to cancel it as we are often able to fill these appointments at very short notice.