



## Spring Newsletter April 2012

Dr Jonathan Pearce

Dr Sarah Newey

Dr Alex Brennan

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

### Maintaining a Seamless Service....

Last year Colwall Surgery introduced two new Doctors: Dr Alex Brennan (f) & Dr Sarah Newey (f). Between them they offer appointments every day apart from Thursday. They have a variety of special interests: Women and Children's Health; Diabetes; Respiratory Medicine; Minor Surgery; and General & Elderly Care. They have both been a fantastic addition to the Surgery and we would like to say thank you to all our patients for giving them such a warm welcome.

Also, by now, many of you will be aware that Dr Pearce has not been at work and patients have not been able to book an appointment to see him for some time. Dr Pearce will continue to be away for an extended period of leave and we will inform you, as soon as we are able, about his return to work. We will endeavour to work to the high standard that you have come to expect from this Surgery and your patience is very much appreciated.

### Summary Care Record

Patients will soon receive a letter about the Summary Care Record saying that changes are being made to the way the NHS stores and manages patient medical records. The reasons for the changes are to improve the safety and quality of patient care.

#### What are Summary Care Records?

Until now every hospital, clinic or health centre, that patients attend, hold their own medical records (both paper based and computerised) without any sharing of information or communication between the different sites. The only place that information about all of a patient's medical history has been held is at each patient's GP surgery where copies of letters sent from all the hospitals are kept together. Unfortunately this means that if a patient attends one hospital regularly for clinic appointments but ends up being admitted as an emergency to another hospital, none of their medical information will be available to the doctors treating them. This causes delays to treatment whilst information is sought by letter, fax or phone call and can result in errors being made.

Summary Care Records will be available to NHS healthcare staff across the country. Only healthcare staff involved in treating you will be allowed to read your Summary Care Record and they will have to ask your permission first (except in an emergency when you are unconscious or too unwell to give permission).

The Summary Care Record will only contain a basic summary of your major medical problems, your regular medication and information about drug allergies or previous bad reactions to medication. You can choose to have additional information added to your summary care record if you wish.

#### Security and Confidentiality

We have 'opt out' forms at the Surgery for patients who do not wish their medical information to be shared between hospitals and clinics using the Summary Care Record. Please ask at Reception if you would like a form.

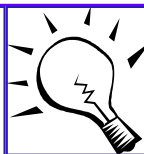
Your medical records will still be confidential and only NHS healthcare staff that are involved in treating you will be able to access the basic summary contained in the Summary Care Record. Healthcare staff will have to ask your permission before they look at your Summary Care Record. The Summary Care Records are held on a secure NHS computer system and in order to access it healthcare staff will have to use an NHS smartcard and type in their personal PIN number. They will only be able to access the amount of information that is required for them to do their job.

#### What next?...

If you are happy to have a Summary Care Record you do not need to do anything. One will be created automatically unless you complete an opt-out form.

### Wasted Appointments for the Doctors and Nurses

Throughout December, January, February and March, despite having booked them, there were **260** appointments not used by patients. This figure amounts to over **43 hours** 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.



### Did You Know.....

- It is important to update your details with the surgery if you change your: address; telephone number; mobile phone number name; or email address. Keeping your details up to date helps us be able to contact you if we need to.
- You can order repeat prescriptions by email. Just ask for a form at Reception

### Patient Participation Group - Would you like to get involved?

The Patient Participation Group is now well established and is beginning to plan the way forward to identify ways in helping the patients and the practice build stronger links. The purpose of the Patient Participation Group is: to assist Colwall Surgery to provide the best possible Medical Services to all within the given resources on behalf of the patients; to promote, & encourage, mutual communication between the service providers & patients; to promote, & interact, with voluntary groups within the community to the benefit of the patients and the community as a whole; to help the patient community understand and adapt to the ever-changing requirements of the NHS and other statutory services; and to be representative of the patient population .

If you would like to be part of the Patient Participation Group or if you would just like to find out more about what the group does please write to Rev.d Carl Attwood at the Surgery. All patients of the Colwall Surgery are welcome – for further details please see get in touch or ask at Reception

### Patient Survey

In January this year the Surgery undertook a Patient Survey to gain the opinions & experiences of our patients. We would like to thank you for all your positive comments and feedback that we received. The results were discussed by the Patient Participation Group and an action plan was devised in conjunction with the Surgery. As a result, we have agreed to:

- Review the appointment system
- Promote the different types of appointment & clarify the choices patients have when booking an appointment
- To make the patient information booklet available for all patients
- To review the telephone system.

If you would like to view the full version of the results and summary, please visit our website and follow the link for Patient Survey Results [www.colwallsurgery.co.uk](http://www.colwallsurgery.co.uk).

Examples of feedback received from patients:

*'The best Practice I have experienced – thank you'*

*'Don't change anything – system works well'*

*'The surgery provides an excellent service for the local community'*

*'The system of phoning early in the morning not getting through easily is very frustrating'*

*'If unable to get to the surgery by 8.30 it can be difficult to get an appointment for that day and are expected to try again the next morning which is not always possible'*

### Making Appointments

We offer appointments up to 4 weeks in advance to see the Doctors and Nurses. These appointments can be to see the Doctor for an ongoing condition or issue. If the Doctor asks you to see them again, and they specify when, please speak to one of our receptionist as soon as possible and they will pre-book an appointment for you.

Similarly if you have been asked by the hospital to make an appointment, for example, to change a dressing, or remove stitches, we ask that you make the appointment in advance to ensure you have an appointment on the day required (or as near to it).

If you need to see a Doctor **'URGENTLY'** on the same day for a new problem, please telephone the surgery at 8.30am on the morning. The Receptionist may ask you some personal questions. If this happens, they have been asked by the Doctors to do this, so that you can be treated in the most appropriate way.

### QUICK CONTACT GUIDE

**Colwall Surgery:** 01684 540323

**Out of Hours:** 0330 123 9309

**NHS Direct:** 08 45 46 47

**District Nurses Team:** 01531 638414

#### **Minor Injuries Unit (MIU)**

Ledbury: 01531 632488

Malvern: 01684 612619

#### **Walk-in-Centre**

Hereford (Asda): 0330 123 9309

Worcester: 01905 879100

#### **Hospitals:**

Alexandra Hospital Redditch: 01527 503030

Gloucester Royal Hospital: 01452 528555

Hereford:County Hospital: 01432 355444

Ledbury Community Hospital: 01531 632488

Malvern Hospital: 01684 612619

Worcester Royal Hospital: 01905 763333

#### **Dental Access Units:**

Gaol St Clinic Hereford: 01432 378920

Malvern: 01684 612754

Worcester: 01905 724633

**NHS Herefordshire:** 01432 344344

**NHS Worcestershire:** 01905 760000

**Local Access Point:** 01432 347690

#### **(Adult Social Care; Intermediate Care & Reablement; Adaptation Occupational Therapy)**

#### **Other Useful Numbers:**

Age Concern (Ledbury): 01531 631280

Age Concern (Worcester): 0800 008 6077

Carers UK Helpline: 0808 808 7777

Herefordshire Carers Support: 01432 356068

Worcestershire Carers Unit: 0800 389 2896

Colwall Care Scheme: 01684 540196

Dial-a-Ride (Ledbury): 01531 635503

Dial-a-Ride (Malvern): 01684 891121