**SPRING NEWSLETTER**

Welcome to our spring edition newsletter. We hope you find it an interesting read. We value your comments, and suggestions, therefore, we ask for your continued support, by placing any suggestions in the box marked up in the reception area. We will do our best to address, and resolve any concerns, or issues, you may have relating to our surgery.

**WEBSITE NEWS:** We are pleased, and proud to announce, that we now have our own surgery website. For those of you able to gain access to this facility, the website is as follows: [www.maliksurgerykentelms.co.uk](http://www.maliksurgerykentelms.co.uk)

Please take the time where possible to have a browse, those of you not able to gain access to a computer, please be advised your local Library should be able to accommodate you free of charge!.

**ONLINE ACCESS TO APPOINTMENTS/REPEAT PRESCRIPTIONS:** Pleased be advised we are now able to offer the service of patients being able to view, and book their own appointments and request repeat prescriptions through our website. (Please note the prescription request will only work if your prescriptions are due, and there is a box available, to tick on that section). If the box is not available, then clearly, your prescription is not due. This facility will not be available to you until such time. There are only a limited number of appointments available at any one time. In order to utilise the above facility, you will need to obtain a form from reception. You will also be requested to provide copy of identity, i.e. copy of passport, copy of utility bill, you will also be issued with a user name & password. If you have any queries regarding the above, please see one of our lovely reception ladies, who will be only too pleased to advise you.

Whilst we understand that not all of our patients would like to use this facility, we wanted to be able to offer a service that could accommodate our patients working long hours. This now gives them the option to book, and access online appointments and prescription requests from their workplaces. For those of you not wishing to use this facility, please, continue to ring up as normal, this is not a compulsory service.

**SMS MESSAGING/MOBILE PHONES ONLY**: Please be advised our new SMS messaging service is now active. We are now sending patients appointment reminders via this system to your mobile phones. It is successfully reducing our missed appointments data, thank-you. It is imperative that we have your contact details up to date.

**IMPORTANT CHANGES TO YOUR MEDICAL RECORDS/CARE.DATA**: GP Practices across England will soon be required to supply patient’s personal and confidential medical information to the Health and Social Care Information Centre (HSCIC). The data upload is upheld till Autumn 2014. Details from your medical record will be extracted from the practice in a form that can identify you, and will include your NHS number, date of birth, postcode, gender and ethnicity, together with your medical diagnoses. Under the Health and Social Care Act 2012, GP practices have **no** choice but to allow the HSCIC to extract this information. Confidential information from your medical records can be used by the NHs to improve the services offered so we can provide the best possible care for everyone. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have the right to **opt-out**. If you do not want information that identifies you to be shared outside your GP practice, please notify us in writing so that we could make a note of this in your medical record. This will prevent your confidential information being used other than where necessary by law, (for example, if there is a public health emergency).Please obtain a form from reception or download it from practice website: www.maliksurgerykentelms.co.uk

Please note this is not the Summary Care Record. The two databases are very different. Opting out of one of them does not mean that you have automatically opted out of the other. If you do nothing, i.e. you do not **opt out**, then your medical information will be extracted and uploaded to the HSCIC.

**SUMMARY CARE RECORD:** A summary care record is an electronic record that’s stored at a central location. As the name suggests, the record will not contain detailed information about your medical history, but will only contain important health information, such as: prescription medication, allergies, reaction to medication. Access to your Summary Care Record will be strictly controlled and. The only people who can see the information will be healthcare staff directly involved in your care who have a special smartcard and access number (like a chip-and-pin credit card).

**NEW BORN BABY REGISTERING:** Please note the arrival of new born babies are **not** automatically registered by the hospital to your Doctor, it is your responsibility to ensure they are registered prior to their 6 week check up. This can be easily done by completed a GMS 1 form. If unsure on the procedure please see one of our reception staff.

**MEDICATION PRESCRIBED FROM HOSPITAL:** Please be advised any prescription/medication requests will only be honoured if accompanied by a letter of confirmation from the hospital.

Whilst on the subject of prescriptions, please take the time to ensure your repeat prescriptions are up to date. Please ensure to notify us of any changes, i.e. medication that needs to be removed that is no longer required. If your repeat prescription does not show certain medication, this is most likely because it has to be showing on our system for approx 6 months to action.

**SURGERY DOORS**: We would like to acknowledge, and thank our patients for forwarding their suggestions in our box with regards to a solution for our heavy surgery doors. We would like to re-assure you that whilst we are fully aware that our doors are not the most versatile for our patients, we are constantly trying to thrive for an economical, uncomplicated, quick, solution. We have to consider these are shared premises. The issue has been raised again, and we are hoping for an update in our next edition newsletter.

**QUESTIONNAIRES/SURVEY**: Recently you may have been passed a surgery questionnaire to complete and return relating to patient’s satisfaction within our surgery. We would like to take this opportunity to thank all those that have taken part to help us compile necessary feedback.

This information ensures that we continue to deliver a satisfactory level of service to you. For those that have not yet completed one, and would like to do so, please ask one of our reception staff, who will be only to pleased to help you.

**CLINICAL COMMISSIONING GROUP (CCGs**): We would like to inform you that our Chairman for our Patient’s Forum Meetings has now kindly nominated herself to attend further meetings involved with the above CCG. We hope this will prove to be useful to our surgery.

We touched briefly on the purpose of the CCG group in the last newsletter, however, here is a fresh reminder. Clinical Commissioning Groups (CCGs) commission most of the hospital and community NHS services in the local areas for which they are responsible. Commissioning involves deciding what services are needed, and ensuring that they are provided. CCGs are overseen by [NHS England](http://www.england.nhs.uk/), which retains responsibility for commissioning primary care services such as GP and dental services, as well as some specialised hospital services. All GP practices now belong to a CCG, but groups also include other health professionals, such as nurses.

We would like to finalise this newsletter on a more delicate subject, deaths that occur in places other than hospital, i.e. at home, holiday, etc. We apologise, for the sensitive nature of this topic.

However, it is our duty to inform you that if you experience a death that occurs outside of hospital, then it must be reported to your Doctor in order for them to complete the necessary documentation.

Whilst we appreciate this can be a difficult time, and we don’t always think radically, we are hoping that by hi-lighting this to you, it will help alleviate any unnecessary phone calls made by our surgery to those remaining family, or friends when we are unaware of a person’s death.

We are currently looking for new members to join our Patients Forum Meetings, these are held every 6 months at the doctors surgery premises. We are a friendly bunch, and we do not bite! If you feel you can bring something extra to the room!, other than what you have just read, then please ask one of our receptionists for details of how to join. Without your valued input, we cannot attempt to put anything right! **Next meeting to be held in September 2014**

We would like to take this opportunity to thank-you for taking the time to read our Spring edition Newsletter, and we wish you a lovely, hot, safe, summer ☺

 **PLEASE NOTE**: We are currently looking for new members to join our Patient Forum group. Please

ask at reception desk for a registration form .