

# EAST STREET SURGERY



# NEWSLETTER



**Issue 22 – April 2016**

## TYPES OF PATIENT DATA SHARING

### Summary Care Record

- Your Summary Care Record contains important information from the record held by your GP practice
- Includes your name, address, date of birth and your unique [NHS Number](#) to help identify you correctly.
- Includes details of any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced

### Local Shared Record

- A local shared record programme will come into effect at East Street Surgery from 1<sup>st</sup> February 2016
- will make it possible for health professionals to view relevant information about you
- The information shared includes your name, address and date of birth and a summary of your health information including:
  - Diagnosis and test results
  - Any allergies that you have
  - Medications and treatment you receive
- The shared record puts you in control
- At the start of your treatment, you will be asked for your permission to view your shared record
- A health professional will only be able to view the record whilst you are being treated
- You can change your mind at any time during your treatment and withdraw your consent
- You are in control and can choose not to share information with anybody outside your GP surgery

**NB: All patients who have opted out of the Summary Care Record will be automatically dissented from the**

local shared record, if they wish to have their record shared please speak with our receptionists.

### Care.data Programme

- The care.data programme will bring together securely, health and social care information from different settings in order to see what's working really well in the NHS and what could be done better.
- Collecting and connecting information nationally will help the NHS to:
  - better understand diseases, and develop drugs and treatments that can change lives
  - understand patterns and trends in public health and disease to ensure better quality care is available to everyone
  - plan services that make the best of limited NHS budgets for the health and wellbeing of everyone
  - monitor the safety of drugs and treatments
  - compare the quality of care provided in different areas of the country

## PRACTICE CLOSURES FOR EDUCATIONAL PURPOSES

The Northern Locality Clinical Commissioning Group organises quarterly clinical educational events for our local GPs - this results in our Practices having to close for a half day when these events take place.

For your information the next half day closures will be on the afternoons of:

**Thursday 21st April 2016**

**Wednesday 13th July 2016**

**Thursday 13th October 2016**

We apologise for any inconvenience and thank you for your understanding.

## RIGHT NURSE - RIGHT TIME



When booking your appointment it would be helpful if you could advise the receptionist staff what the appointment is for, this enables them to book your appointment with the appropriate member of our Nursing Team and the length of time required.

This not only helps our Nursing Team but also ensures that the correct amount of time is allocated and you see the appropriate nurse for your treatment.

Knowing what the patient is coming in for helps the nursing staff prepare beforehand and ensures the appointments are kept to time and that the clinics run smoothly.

Your co-operation is appreciated. Thank you.

## HELP AND ADVICE WITH PATIENT TRANSPORT FOR YOUR HOSPITAL APPOINTMENT



From 1 February 2016, some ENT services will not be delivered at North Devon District Hospital and you may need to travel to the Royal Devon and Exeter Hospital or another hospital in the area for your procedure. Patients who are experiencing problems with travelling to their hospital appointments can contact either of the numbers listed below for help and advice.

Contact your NHS Single Point of Contact (SPOC) office on: **01271 314332**.

There is more information available on [www.newdevonccg.nhs.uk/information-for-patients](http://www.newdevonccg.nhs.uk/information-for-patients) select patient transport information.

or

The South Molton and District Volunteer Bureau can provide transport to your hospital/medical, optician, dentist and chiropody appointments.

Please contact them on: **01769 573167** and leave your name and telephone number on their answering machine and a volunteer will contact you to help you with transport. There is a small charge for this service @ 45p per mile.

## WE ENCOURAGE PATIENTS NOT TO HOARD OR OVER-ORDER ITEMS OF MEDICATION



**Did you know as much as £5.5 million is wasted each year in Devon on unused medicines?**

The same amount could pay for approximately:

- 730 heart bypass operations
- or 1,000 hip replacements
- or 2,235 knee replacements
- or 10,720 cataract operations

You can help us use this NHS money in Devon more wisely:

<b>Check</b>	Look at your supplies – order only the items that you need.
<b>Listen</b>	Listen to the advice from your doctor, nurse or pharmacist and take all medicines as instructed on the label.
<b>Tell</b>	Tell your doctor, nurse or pharmacist if your medicines are not agreeing with you or you have stopped taking them.
<b>Tick</b>	Using the counterfoil of the prescription, tick only the medicines you need, and remember "tick in haste – medicines waste."
<b>Open</b>	Open your bag of medication while at the pharmacy. If you have item(s) not requested, or surplus to your needs for the next month, please return these before leaving.

**HOW TO CONTACT US:** Our Reception Team will be happy to help with any queries at: East Street Surgery, East Street, South Molton, Devon, EX36 3BU. Tel: 01769 573811 Fax: 01769 574088 or for further information visit our website: [www.eaststreetsurgery.co.uk](http://www.eaststreetsurgery.co.uk). Practice Manager: Maria Hosegood