



Have we got  
your up to date  
mobile number?

## NEWSLETTER

## CARE NAVIGATION

- Care Navigation is a person-centred approach that uses signposting and information to help primary care patients and their carers move through the health and social care system as smoothly as possible to ensure that unmet needs are met.
- Care Navigation is a tried and tested model of care that improves access to primary care services for patients and reduces GP pressures all in one.
- It enables frontline staff to provide patients with more information about local health and wellbeing services, both within and outside of primary care, in a safe, effective way.
- Care Navigation offers the patient 'choice not triage' to access the most appropriate service first which as we know, isn't always the GP.

!!! Care Navigators do not make clinical decisions!!!

- So for example when a patient presents with symptoms that meet the access criteria for other services such as a physiotherapist, pharmacist, optician or a third sector service, the Care Navigator can confidently offer these choices and enable the patient to go straight to the service which best meets their health and wellbeing needs.  
This saves GP time.

## SATURDAY CLINIC

We have introduced pre-bookable Saturday morning clinics along with nurse-led clinics for those patients that find it difficult to see a GP during the week.

## GDPR

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

### WHAT THIS MEANS FOR YOU....

All the key principles of the Data Protection Act 1998 which the surgery already complies with are similar but are strengthened by GDPR introducing shorter time to comply with subject access requests by patients, obtaining specific, informed and clear consent freely given by patients for the transfer or use of your personal data in the process of carrying out our duties to you and to protect your right to privacy. We may ask you to provide consent to do certain things, like contact you or record information about you for your clinical records. Individuals also have the right to withdraw their consent at any time.

Patient Privacy Notice can be found on our website, in the waiting area at the surgery or sent upon request. For more information about how data is used please visit [www.nhs.uk/my-data-choice](http://www.nhs.uk/my-data-choice).

*Sorry We're*  
**CLOSED**

**PLEASE NOTE: WE ARE CLOSED FOR STAFF TRAINING  
FROM 12:30PM ON:**

Wednesday 13th June 2018

Wednesday 11th July 2018

**If You Require Urgent Medical  
Assistance Whilst The Surgery Is Closed  
Please Call NHS 111**

**WE ARE ALSO CLOSED**

**BANK HOLIDAY WEEKEND 26th-28th MAY 2018**

## CAR PARK

The surgery would ask patients to please be mindful of how and where you have left your vehicle when using the surgery car park.

- Under no circumstances should the doctors cars ever be blocked in by patients. If one of the GP's has an emergency home visit they need to be able to leave the surgery immediately!
- Disabled car parking spaces should only be used by disabled patients!
- Patient's using the car park to visit the pharmacy, no matter how long you intend to stay, please park with consideration!

PLEASE PARK RESPONSIBLY

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

**CANCEL IT!**

IN April

105

PATIENTS DID NOT ATTEND THEIR  
APPOINTMENT

IF YOU CANNOT ATTEND PLEASE LET US KNOW SO  
THAT WE MAY ALLOCATE THE APPOINTMENTS TO  
OTHER PATIENTS IN NEED. THANK YOU.



### A&E or 999

Choking, chest pain  
black outs, blood loss.

### Walk-in-Centre

Cuts, bites, strains.

### GP

Vomiting, ear pain,  
painful cough.

### Pharmacist

Upset stomach, runny nose,  
headache.

### NHS 111

Unwell? Unsure? Need Help?

### Self Care

Hangover, grazed knee, sore  
throat, cough.

# E.P.S



## Electronic Prescription Service

The Electronic Prescription Service (EPS) allows prescriptions to be sent direct to pharmacies through IT systems used in GP surgeries.

Eventually EPS will remove the need for most paper prescriptions.

### Information for patients

If you normally collect repeat prescriptions from the same place, or if you collect them on behalf of someone else, you could benefit from the service:

- You can collect repeat prescriptions directly from your pharmacy without visiting your GP!
- You won't have paper prescriptions to lose!
- The service is reliable, secure and confidential!

To use this service all you need to do is choose which pharmacy you would like your prescriptions to be sent to. You can choose a pharmacy anywhere in England as long as it is EPS ready. (OVER 95% ARE)

To nominate to use EPS please talk to your pharmacy or to one of the receptionists.

Please be aware NOT all medications can be prescribed electronically.

For more information go to:  
[www.hsic.gov.uk/epspatients](http://www.hsic.gov.uk/epspatients)

If you require to be seen at one of our specialist clinics please call today:

### Asthma clinic:

Please contact reception for available appointments

### Diabetic clinic:

held every Tuesday morning and Wednesday afternoon

### Travel clinic:

Every Tuesday afternoon

**CHANGE STARTS HERE.** P.P.G.   
CAN WE COUNT YOU IN?

**!!! DO YOU WANT TO MAKE A CHANGE !!!**

Come along and join our enthusiastic and committed group members and help and support us in improving our surgery services

### Next meeting

12th JUNE 2018

For more information please ask at reception