

# BEACONSFIELD MEDICAL PRACTICE

## Spring 2018

www.beaconsfieldmedicalpractice.co.uk



### NOTICE BOARD

- Telephone & Surgery opening hours
- Our hours are Mon-Fri, 8.00-6.00
- Our telephone line is open until 6.30 for emergencies.

#### Telephone Options:

- 1 Emergency Home Visit
- 2 Appointments
- 3 General Enquiries
- 4 Prescription Enquiries and Test Results available after 10.30 only.
- 5 Nurses Appointments
- 6 Secretaries, regarding referral or letter from the practice (not appointments)

We also offer extended surgery hours on Monday evenings and on a Saturday morning for those who have difficulty attending during normal hours. These are pre-bookable only. With either a GP or a Nurse. (Nurse Mon eve only)

During your next visit to the surgery please check we have your correct contact details

### TRAVEL GUIDANCE

Under current legislation, the NHS's duty of care ends when a person has been absent, or intends to be away from the United Kingdom for a period of more than 3 months. If you intend to move abroad sufficient medication can only be prescribed to allow you enough time to travel and find a prescriber at your destination. Up to three months medication can be prescribed if you are going on holiday; If you are going away for longer we are unable to issue anything over three months and would be unable to issue more than one prescription as this would not be acceptable under current legislation. Patients who return to the UK for the purpose of obtaining medication, or who use a local proxy to request prescriptions on their behalf will be refused supply.

### CURRENT GUIDANCE

*"When a GP provides a prescription, they are responsible for any adverse events that occur as a result of taking the medicine, regardless of where the patient happens to be. So a doctor would be ill-advised to prescribe for a patient who they know will be out of the country. GPs are also required to de-register a patient who they know or suspect to be residing outside the UK for three months or more."*

### BOOKING APPOINTMENTS

When booking an appointment the receptionist will ask for an indication of what you require an appointment for to ensure you are dealt with by the most appropriate person.

Please note we do not take prescription requests over the telephone and test results are only available after 10.30 a.m.

Secretaries are available from 9-1 and 2-5 for enquiries regarding a referral or report from the practice.

### A little about the new members of the team:-

#### DR SOPHIE POWELL

I qualified from Cardiff Medical School in 2009 and then went on to do GP training in Worthing which I completed in 2014. After this I worked in Taupo, New Zealand for 6 months and since then I have been working as a locum GP in East and West Sussex. I enjoy all areas of General Practice.

Outside of work I enjoy running, cycling and skiing and generally anything that involves the great outdoors!

#### SOPHIE MULLANEY—PHARMACIST

I am the new practice pharmacist. I am here to help you with any queries you may have about your medication, this might be as part of an annual medication review or if you have any medication based problems, e.g. side effects, availability problems, changes to medication, advise about common conditions and minor ailments, long term conditions review. Please specify if you would like to see me when you contact the surgery. I am looking forward to meeting you all.



## CONFIDENTIALITY

All patients are entitled to have their medical records kept confidential and the practice works hard to enforce this. The practice will not share medical information with any friends or relatives without the patient's prior consent. If you are happy for us to discuss any matters with another person please ensure you let us know in writing, please include the contact details as well as the name of the person you nominate in order to update your records. Equally if you have previously given consent and now wish to change or withdraw this please let us know.

### Online Access and proxy access

As you may be aware the practice offers online access to its patients allowing the booking of appointments, ordering of medication and access to parts of your medical record. Due to the confidential nature of this information; we ask you to complete and sign a short form. As a practice we must ensure the patient understands the implications of having this access and also the need to keep your login details safe.

**Proxy access;** If you are a carer for a patient, you are able to request access to their online record, to assist you with their care. i.e. making appts etc. Providing the patient has given written consent for this.

**Parental access;** Parents are able to request access to their children's record up to 11 years of age, as per NHS guidance. Once the child turns 11; access is automatically removed, this is to allow confidentiality for the child. Parents will still be able to book appointments for their child over the telephone and order repeat prescriptions via email or in person. It is the practice's policy that no child aged 11-15 will be granted their own online access however once they turn 16 they may request this access for themselves.

## YOUR FEEDBACK

It is our aim to provide the highest possible standard of care for our patients and to help us achieve this we need your feedback. We welcome comments from our patients. Suggestion boxes are in both waiting areas. You can also reply to the Friends & Family text received after your appointment or complete a card in the waiting room.



## ATTENDING APPOINTMENTS

In the month of March we had 64 Nurses and 50 GP appointments wasted a total of 26 hours time wasted. Please think of other patients who could benefit from that appointment. Please can you cancel your appointment online or by phone when you no longer require it.

## SUMMARY CARE RECORD (SCR)

The majority of our patients already have a Summary Care Record (SCR). The SCR has important information about your health. If you see a doctor or nurse who does not know you then your SCR can help them as regards medication, allergies etc. as they can see your information straight away on a secure NHS computer e.g. if you are elsewhere in the country Doctors and Nurses treating you in an emergency will ask if they can look at your SCR to help them treat you quickly and safely.

You can choose to have other useful information added to your SCR (called SCRAi, Summary Care Record with Additional information) including:-

- Your illnesses and any health problems
- Operations & vaccinations you have had in the past
- How you would like to be treated—such as where you would prefer to receive care
- What support you might need
- Who should be contacted for more information about you

If you think you want to add other useful information to your SCR please talk to us. To obtain more information about what is included in SCRAi please use the website below or ask reception for a copy of the information. For more information please visit the website: <https://digital.nhs.uk/summary-care-records>.

## LGBT AWARD

### (Lesbian, Gay, Bisexual, Transgender)

The practice has been taking part in a pilot award scheme and has recently been given the Silver LGBT Award.

The LGBT Health Inclusion Award was created in response to the poor health outcomes faced by the LGBT community; it aims to improve both patient confidence and professional understanding.

Evidence linking discrimination and health inequalities is growing. Not only can discriminatory behaviour have a negative impact on mental health, but there is also a connection between sustained chronic stress and physical health conditions like cardiovascular disease.

We aim to offer an inclusive service for all our patients to ensure good health outcomes and to treat all our patients as individuals.

## PATIENT PARTICIPATION GROUP (PPG)

Our friendly group meet four times a year, you do not need to attend every meeting to become a member.

If you would like to join please give your details to reception or visit our website.

## CAR PARKING



Please be aware that parking at our surgery is very limited and we cannot guarantee a parking space. There is pay and display on Preston Park Avenue, alternatively we are on several bus routes. **If you are coming by car please ensure you allow enough time before your appointment. You must ensure you enter the parked car's registration into the terminal on the floor you are visiting, please note this includes vehicles with a blue badge or any waiting vehicle.** Failure to do so will trigger a fine, administered by an independent company (the practice makes no profit at all from this).

**PLEASE ENSURE WHEN ENTERING YOUR REGISTRATION NUMBER THAT YOU CHOOSE CAREFULLY BETWEEN A ZERO AND THE LETTER "O" ACCORDING TO WHERE THIS IS PLACED IN YOUR OWN REGISTRATION.**

**PLEASE ALSO NOTE THAT PARKING IS ONLY FOR PATIENTS VISITING THE BUILDING AND DOES NOT INCLUDE VISITING THE BREAST CLINIC OR DENTIST AT 177.**

