



## **BINSCOMBE MEDICAL CENTRE**

**[www.binscombe.net](http://www.binscombe.net)**

## **NEWSLETTER JANUARY 2015**

### **Flu Vaccination**

We are still offering the flu vaccination to those patients aged 65 and over or in the at risk groups. If you have not had the flu vaccination and you are eligible, please book your appointment.

### **Ordering Repeat Prescriptions on Line**

Patients have been able to order their repeat prescriptions on line via our website for many years. We have recently introduced another system of on line ordering so that patients can view and print a list of their repeat medications. To access this, patients will need to register for on line access. To register, please call into reception and collect your registration form. You will need to bring proof of identity with you - we will need photo identification such as a driving licence or passport, and proof of address such as a utility bill. All adults will have to come to the surgery in person to register for on line access, and due to confidentiality guidelines, we regret that we are unable to register children under 16 years old for internet access.

The current system of on line ordering repeat prescriptions through our website will run in tandem with the new system for the foreseeable future. Patients who have already registered for on line booking of appointments do not need to re-register .

Please note that we cannot take prescription requests over the phone, for medico-legal reasons, as errors can occur in verbal communication. Please allow two working days for prescriptions to be processed and three working days if your prescription is going to the pharmacy. Prescription requests will be accepted by internet, fax, handwritten, through your chosen pharmacy or by sending a stamped addressed envelope.

### **Patient Access to Their GP Record**

We are working towards offering a new online facility to allow our patients to directly view a summary of key aspects of their medical record. The access will enable patients to view their medications, allergies, adverse reactions and immunisations. We will make this facility available before 31<sup>st</sup> March 2015. In order to access this service, patients will need to register for on line access.

### **On Line Access & Confidentiality**

It is important that patients keep their password details private as allowing someone else to use your password, even to book an appointment for you, will give them access to your medications now and in the coming weeks, access to read parts of your medical record.

### **Telephones & Appointments**

We appreciate that our phones are busy at 8am. Please only phone at 8am if you require an appointment that day. We also ask that patients phone after 2.15pm to get test results. This will help to keep the lines free for patients that need an appointment that day. Where possible, please book ahead for routine appointments. **Appointments can be booked up to 4 weeks ahead.**

### **Missed Appointments**

We have had 500 missed appointments over the last 3 months. Please help us to help you by cancelling your appointment if it is no longer required. Patients can do this by phoning the surgery or through our website. Please try to give as much notice as possible so that the appointment can be used but even cancelling on the day is better than not at all. Some clinic appointments such as diabetes, minor surgery and family planning require both nurse and doctor so a missed appointment is 40 mins of clinician's time.

### **Confidentiality in the Waiting Room**

A recent CQC report highlighted that some of our patients have concerns about being overheard at the reception desk. The issue is a difficult one. We would certainly like to have an area where patients could talk in the confidence that they cannot be overheard, and we take confidentiality very seriously, but we are constrained by the practical reality of our building and the waiting area. We are looking at this problem but in the meantime; if patients have matters that they wish to discuss and are concerned about being overheard, please telephone the practice to discuss the problem. If you wish to discuss the matter in person, we can arrange for a room to be available at the practice but we cannot do this at short notice. We would be grateful for feedback from our patients about the confidentiality issue and the front desk. Please feedback on our website [www.binscombe.net](http://www.binscombe.net).

### **Shingles Vaccination**

The shingles vaccination is available for patients that fall within the following dates of birth 2/9/1943 – 1/9/1944 and 2/9/1934 – 1/9/1936. The vaccine is not suitable for all patients within these dates of births but your doctor or nurse will be available to advise you. If you have not had the shingles vaccination and fall within the above dates of birth, please contact the practice.

### **Travel Vaccinations**

Please make an appointment at least 8 weeks prior to your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations that are not covered by the NHS.

## **Do you check your blood pressure?**

If you monitor your own blood pressure at home and have not given us your readings for the last 6 months-please could you drop in your latest readings? The practice also has a blood pressure machine in the waiting room which was funded by a donation to the surgery. Please feel free to use this machine and hand your readings to the receptionist.

## **Change of Personal Details**

If you change your name, address or telephone number, please give full details at reception including your postcode and mobile number if you have one.

## **Text Messaging**

We are intending to offer a text appointment reminder service to our patients at some point in the future. If you would **prefer not** to receive such reminders by text, please inform the practice. We also plan to use the system for the occasional health campaign and to invite patients to specialist clinics. We will inform patients when this service will start via our practice website and waiting room information boards.

## **Summary Care Record**

**It is a requirement that practices participate in** the national Summary Care Record programme which enables each patient to have a summary of their key medical information held securely on the NHS central database, known as the NHS Spine. This summary record could be used in an emergency if you needed treatment when access to the medical record held by your GP was not available; for example if you call the doctor out of hours. You will always be asked to give permission for this record to be viewed and you have the right to decline.

If you decide to have a Summary Care Record it will contain important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had. If you do not wish to have a summary care record, please complete the opt out form which is available in reception and on our website.

## **Friends and Family Test**

We would very much like to know what you think about the practice, so that we know what we do well, and what we could do better. If you are a patient at Binscombe and would like to feedback about your recent experience at the surgery then please answer the Friends and Families question, and also leave us your comments. There are several ways you can feedback to us:

- ☐ Go to [www.mygpfeedback.com](http://www.mygpfeedback.com) select our practice (Binscombe Medical Centre) and complete the questions
- ☐ Text the word BINSCOMBE to 07860 035936 and answer the questions that are sent. Standard message rates will apply.

□ Ask at reception for a paper form for you to complete by hand and leave with reception after your visit to the practice

## **The Binscombe Patient Participation Group**

We have a virtual patient participation group, to encourage patients to give their views about how the practice is doing. We are therefore asking if patients would like to join us, and provide their email addresses in order to give their views when we conduct surveys. This information will only be used to contact you occasionally by email to ask you some brief questions.

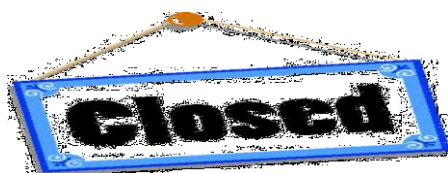
**Are you interested in leaving your email contact details? If so, please join via our website or ask for a form at reception.** These details will only be used to contact you for this purpose and will be kept safely and separate to your medical records. You can ask for your details and email address to be removed at any point.

## **Training Practice**

Our practice is a training practice and we usually have a GP Registrar doing his / her general practice training with us. The registrars are fully qualified doctors with a great deal of hospital experience and are supported and supervised by one of our GP trainers. Registrars are attached to the practice for between 4 and 18 months. We currently have Dr Hannah Marshall and Drs Nicola Clements and Kathryn Smith will be joining us shortly. We are also fortunate to have medical students in training attached to our practice for short periods. If you do not wish to have the student present during your consultation, please inform the reception staff prior to seeing the doctor.

## **New Website**

We are excited to announce that we will be launching a newly designed website soon. This will help to keep the site looking fresh and up to date, and will also be easier for us to maintain in order to keep our patients informed of any urgent news at the practice. We hope you will like it, and will be keen to hear feedback concerning any issues with the site - whether there are particular aspects that you like, or areas that are not working properly so that we can sort out any teething issues.



## **When we are**

A&E should not always be the first point of call when we are closed and should only be used when there is a genuine emergency. Please phone NHS 111 when the surgery is closed. You can call 111 when you need medical help fast but it's not a 999 emergency. In a genuine emergency, you should always call 999. If you need your regular medication when we are closed, please try the pharmacy where you usually get your medications in the first instance.