

Balsall Common and Meriden Group Practice

July 2018 Newsletter

GROUP PRACTICE PERSONNEL UPDATE

The Practice would like to welcome; Dr Omokanye as a Salaried GP having successfully qualified as a General Practitioner following her training year at the group practice, Drs Thomas Edwards and Amar Farmah joining the practice on 1st August 2018 as part of their GP training, receptionist Gill Butterworth and Nurse Admin Assistant Amanda Sheepy who have joined the practice team since our last newsletter. We have said goodbye to our receptionist Alison Hammond and Dr Emma Grennell will be leaving us on 31st July 2018 to continue with her next stage of GP training,

CARE QUALITY COMMISSION FINAL REPORT RATINGS MAY 2018

Overall rating for this service Good —

Are services safe? Good —

Are services effective? Good —

Are services caring? Good —

Are services responsive to people's needs? Good —

Are services well-led? Good —

Details of the full report can be found on the practice web site - "Additional Information"
"Care Quality Commission"

NEWSLETTER DISTRIBUTION

If you would like to be added to the distribution list please contact Joanne Hope, Practice Manager in writing or by email to joanne.hope@nhs.net. We will then automatically send you the new newsletter by email, or by post if you do not have an email facility.

MEDICATION REVIEW DATES

Patients are often not aware of the date their repeat medication review is due. This can be found on the right hand side of their prescription or on the counterfoil that is included with their medication when they collect this from the pharmacy. The date is detailed at the end of each medication shown on the counterfoil.

It is important that patients check their counterfoils when collecting their medication as messages can often be left on these counterfoils from their doctor or reminders that medication reviews are overdue.

MANAGEMENT OF PATIENT INFORMATION

Your Information, Your Rights

Our Management of Patient Information process explains why we collect information about you and how that information may be used to deliver your direct care and manage the local health and social care system.

The process reflects:

- What information we collect about you;
- How and why we use that information;
- How we retain your information and keep it secure;
- Who we share your information with and why we do this.

The process also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not been used appropriately.

A full copy of the Management of Patient Information process is available on the practice website or on application to the Practice Manager.

In addition also detailed on the practice web site is the Practice "Subject Access Request Policy". This policy details the process for the management of requests for personal information (for living individuals) under the Data Protection Act (DPA, the General Data Protection Regulations (GDPR) and (for deceased individuals) the Access to health Records Act 1990.

YOUR CARE CONNECTED

Your Care Connected enables healthcare professionals to view information from a patients GP record this will provide them with important and potentially life-saving information; it will also help to reduce unnecessary repeat tests, such as blood tests and X-rays. Sharing your medical records could save your life - All patient aged over 15years 11 months will be receiving a letter detailing this service.

YOUR CARE CONNECTED - Patient Information Leaflet/Letter and Opt Out Forms are at the end of the newsletter

Allowing healthcare professionals to view information from your GP record will provide them with important and potentially life-saving information; it will also help to reduce unnecessary repeat tests, such as blood tests and X-rays. Sharing your medical records could save your life.

Did you know... Your GP medical record is the most complete record of your health and wellbeing. But did you know that when you visit a hospital, access mental health or out of hours services, or need an ambulance, those treating you cannot access your record? Your local NHS feels that those involved in your care should be able to see vital information about you to help improve the medical care that you receive, which is why Your Care Connected is being implemented across Birmingham, Sandwell and Solihull. Your Care Connected will allow doctors, nurses and other registered healthcare professionals caring for you to view information from your GP record, with your permission, to provide you with better, safer care.

How this helps you •

- Faster and easier access to your medical information, which could save your life
- Provides information such as any medication you take and the dosage, any allergies you may have, the results of any recent medical tests you've had or which member of the GP practice staff you saw last

- Improves the safety and quality of your care
- Less time spent filling in forms
- More secure than your GP sending your record via fax or recorded delivery to the participating organisations (which is the current alternative)
- Enables safer delivery of care in an emergency

Who will be able to access your information?

When you visit one of the organisations below, the person treating you will ask for your permission to view information from your GP record using Your Care Connected.

This will help to provide you with better, safer care: • Birmingham Children's Hospital • Birmingham Community Healthcare • Birmingham and Solihull Mental Health Foundation Trust • Birmingham Women's Hospital • Birmingham City Hospital • Good Hope Hospital • Heartlands Hospital • Queen Elizabeth Hospital • The Royal Orthopaedic Hospital • Sandwell General Hospital • Solihull Hospital • West Midlands Ambulance Service • Local out-of-hours GP services

Your Care Connected can only be used to view your information with your permission and for your direct care. Please note that clinicians may override your permission in the event of an emergency, for example if you are unconscious or otherwise unable to communicate, or they feel it is essential to your health and wellbeing.

Your information will not be used for any other purposes, such as for research, or given /sold to third parties.

Protecting Information

The protection of patient privacy is very important, only registered healthcare professionals can view your medical records and they will always ask permission before doing so. What's more, access is provided through a locked network ensuring your information is always secured to the highest possible standards. The information you share will always be protected.

What will they see?

Health professionals treating you will only view the parts of your medical record listed below and only with your permission; if you allow them to access your record, it will provide them with a host of important information, including: • Allergies • Medication •

Hospital admissions and referrals • Vaccinations and immunisations • Test results • Diagnoses • Treatment • Medical procedures • End of life wishes • Demographic information (age, gender etc.) • Concerns related to abuse of vulnerable children or adults.

What is not shared?

Your Care Connected does not share everything from your GP record. This is because we follow national guidance on patient confidentiality and the sharing of sensitive information. As a result, Your Care Connected does not currently share information relating to:

- IVF treatment • HIV and AIDS • Sexually transmitted infections • Gender reassignment
- Termination of pregnancy • Free text from GP record.

Your information, your choice

When it comes to your healthcare, you have the power to choose who can see your medical information, when they can see it and how they can access it. If you are happy to share your medical information with those treating you, you do not need to do anything further. If you visit one of the organisations listed, those treating you will ask for your permission to view your record.

Opting Out

If you decide to 'opt-out' of Your Care Connected only your usual medical practice will be able to access your record electronically. Please be aware that opting out will mean your record is not available at all, even in emergency situations. If you wish to 'opt-out' please contact Joanne Hope Practice Manager at the practice.

Would you like to know more?

Please visit **MidlandsYourCareConnected.nhs.uk**

Alternatively, you can email the team **InfoMidlandsYourCareConnected@nhs.net**

Or call them on **Freephone 0333 150 3388**

RESULTS AVAILABLE EARLIER IN THE DAY

Following requests from patients, from **Monday 6th August 2018** results will be available from **11am** at both the Balsall Common and Meriden Surgeries.

SHINGLES VACCINE – Please see information at the end of the newsletter

The shingles virus is caused by the same virus as chicken pox and about one in five people who have had chickenpox develop shingles. You cannot catch Shingles but if you have shingles blisters, the virus in the fluid can infect someone who has not had chickenpox and they may develop chickenpox. It is more common in people over 70 years old.

The rash usually appears a few days after the initial pain and tingling and lasts for about a week. However for some people this can be very painful and can continue on for several months or even years – this is called post-herpetic neuralgia (PHN).

Shingles Vaccine

The vaccine significantly reduces your chances of developing shingles and, if you do go on to have shingles, the symptoms are likely to be milder and the illness shorter than if you had not had the vaccination.

You become eligible for shingles vaccine as you turn 70 or 78 years.

If you are 70, 71, 72, 73, 74, 75 or 78 or 79 and have not yet had the shingles vaccine, you can also have it now (It is not available for 80 year olds or above).

People who have weakened immune systems, for example due to cancer treatment, should not have the vaccine but should speak to your consultant or GP if you are unsure to check if it is safe or not

Appointments are available every day with the nurse

For more information about the Shingles vaccine Zostavax®, visit www.medicines.org.uk/emc/product/6101/pil or you can also visit the NHS Choices website at www.nhs.uk/shingles

VACCINATIONS FOR HOLIDAYS ABROAD

Are you or a member of your family considering travelling abroad?

Travelling abroad continues to increase for a variety of reasons these includes visiting friends and family, business trips and holidays. It is important to remember that however short your trip may be there will always be some travel associated risks. These risks can be significantly reduced by taking a few simple precautions prior to your trip and whilst you are away.

All our nurses have experience with travel health and are on hand to given you up to date advise.

You may require a course of vaccinations, which can sometimes take several weeks to complete. Therefore it is important to book you travel health appointment at least 6-8 weeks prior to your trip.

Some Vaccinations are not available free of charge and therefore it is advised that patients bring either a minimum of £60.00 cash or a cheque book in anticipation of any charges.

Please print off the attached travel health risk assessment forms (See at the end of the newsletter). These forms enable us to collect detailed information about the type of trip you have planned, including location, length of stay, specific itinerary, and other health care needs. This will enable us to deliver accurate, relevant information and prevention advice in order to minimize travel-associated risks. Please complete these forms and bring them with you to your appointment. It is also important to be aware that vaccines play only a small part in the prevention of ill health associated with travel.

Our nurse's will give advice on all aspects of travel health so that you are familiar with any specific health risks in the country you are planning to visit. Remember we are here to help you so if you have any travel plans, please feel free to book an appointment with us. When contacting the surgery please advise the reception staff that your appointment is regarding travel.

Here's to you having a happy and healthy trip!

For further information regarding travel please visit the following web sites:

www.travelhealthpro.org.uk

CLINICAL QUESTIONS OR ENQUIRIES VIA EMAIL

We are unable to respond to clinical questions / enquiries via email. Please make a telephone consultation with a doctor to discuss your question / enquiry.

SICK NOTE REQUESTS

If you require a sick note please make a telephone consultation appointment with your usual doctor to discuss this. If you have recently attended hospital (which is the reason for the sick note) to be issued the hospital should give you a sick note for the expected duration you will be away from work following the procedure, on this occasion you should contact the hospital for your sick note.

SECRETARY ANSWERPHONE –

Prescription and Sick Note Enquiries or Requests

Prescription and Sick Note enquiries or requests should not be left of the secretaries answerphone. From **6th March 2018** any requests left on the secretaries answerphone will NOT be actioned. This is also detailed on the secretaries answerphone message

TEXT MESSAGING - MOBILE NUMBERS

We are now operating a text message reminder service; please ensure your mobile number is correct and up to date on your medical records. Please speak to Reception or email balsallcommon.practice@nhs.net with your name, date of birth and mobile number to add it to your records.

PRACTICE WEBSITE

Please visit our website at www.balsallcommongrouppractice.co.uk for more information regarding the Balsall Common and Meriden Group Practice

EVENTS FOR BALSALL COMMON LIBRARY

- **Tales and Time to Play, Mondays, 2.15-3.00 pm:**

June: 4, 11, 18, 25

July: 2, 9, 16, 23, 30

August: 6, 13, 20

- **Rhyme Time, Tuesdays, 2.15-2.45pm:**

June: 5, 12, 19, 26

July: 3, 10, 17, 24, 31

August: 7, 14, 21, 28

- **Self-run Coffee Morning, 1st Thursday of the month 10.30 – 12 noon:**

August: 2

- **Readers Circle, 2nd Thursday of the month, 10.15-11.30 am:**

August: No meeting

- **Self-run Family History Support Group, 3rd Thursday of the month, 1.15 - 3.00pm:**

August: 16

- **Self-run Striders and Strollers, Tuesdays, every Fortnight 10.15-12 noon:**

July: 3, 17, 31

August: 14, 28

- **Pop Up Creatives, every Friday, 2.00-4.00pm**

These drop ins are for anyone interested in learning craft techniques, sharing their expertise of arts and crafts, or for those wanting company on a Friday afternoon.

- **Pop Up Creatives Craft Workshops, Tuesdays, 1.00-3.00pm**

August: No meeting

Try a variety of new crafts and techniques with these relaxed workshops, designed to encourage creativity. A charge applies for materials. For booking enquiries please text Marion on 07709289762. These workshops are run by Pop Up Creatives.

- **Health Trainer Drop In Service, Tuesday 19 June, 11.00am– 1.00pm**

Health Trainers assist clients who are motivated to want to make a positive difference to their health and wellbeing. These sessions are free and can include weight, BMI, blood pressure and mini lifestyle checks.

Please contact the library for booking enquiries.

This drop in service is run by Health Exchange, in partnership with Solihull Metropolitan Borough Council.

- **ReCOM Computer Tablet Courses -New 6-week courses**

No matter what type of tablet you have, we can show you how to use it with confidence. For more information, or to register your interest, call ReCOM on 0121 663 0335.

Courses run by ReCOM: Bridging the IT gap in the community. Registered charity no.1091315

- **Summer Crafts Family Drop In**

Thursday 9 August 1.00pm – 5.00pm

Thursday 16 August 10.00am – 2.00pm

Get creative and come along to one or both of our summer craft afternoons. No need to book. Just drop in. For ages 3 -12 years. These activities are free.

- **August Bank Holiday**

Monday 27 August: Closed

- **Solihull Connect Local**

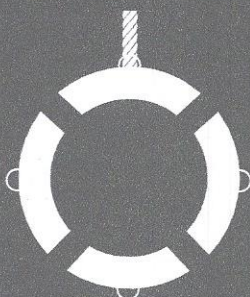
During library opening hours, library staff will be on hand to provide support to get online and will accept any paper applications i.e. Blue Badges or documents to support Housing Benefit and Council Tax Reduction claims.

NHS

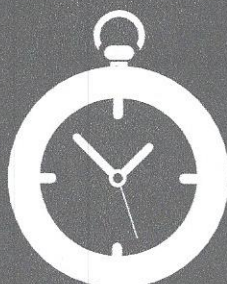
Your medical history could

save your life

Sharing information to improve
the care you receive



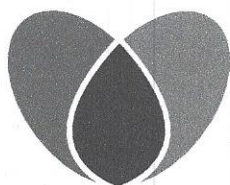
Saving Lives



Saving Time

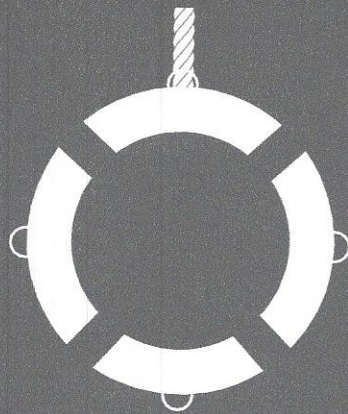


Protecting Information



**Your Care
Connected**

MidlandsYourCareConnected.nhs.uk



Saving Lives

The more information the better

Allowing healthcare professionals to view information from your GP record will provide them with important and potentially life-saving information; it will also help to reduce unnecessary repeat tests, such as blood tests and X-rays.

Sharing your medical records could save your life.

Did you know...

Your GP medical record is the most complete record of your health and wellbeing.

But did you know that when you visit a hospital, access mental health or out of hours services, or need an ambulance, those treating you cannot access your record? Your local NHS feels that those involved in your care should be able to see vital information about you to help improve the medical care that you receive, which is why Your Care Connected is being implemented across Birmingham, Sandwell and Solihull.

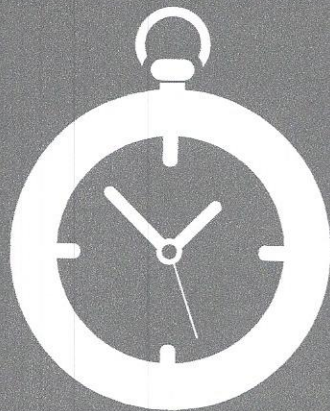
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How this helps you

- ♥ Faster and easier access to your medical information, which could save your life
- ♥ Provides information such as any medication you take and the dosage, any allergies you may have, the results of any recent medical tests you've had or which member of the GP practice staff you saw last
- ♥ Improves the safety and quality of your care
- ♥ Less time spent filling in forms
- ♥ More secure than your GP sending your record via fax or recorded delivery to the participating organisations *(which is the current alternative)*
- ♥ Enables safer delivery of care in an emergency

"Your Care Connected will take a lot of the stress away from hospital visits; having one system tell my story, providing all the reliable and essential information about me will help to provide me with better care"

Adrian, Patient



Saving Time

Nobody likes wasting time

Quicker access to your medical information could help reduce the number of forms you need to complete, reduce waiting times and reduce unnecessary stays in hospital.

Share your medical records and save time.

Who will be able to access your information?

When you visit one of the organisations below, the person treating you will ask for your permission to view information from your GP record using Your Care Connected. This will help to provide you with better, safer care:

- ♥ Birmingham Children's Hospital
- ♥ Birmingham Community Healthcare
- ♥ Birmingham and Solihull Mental Health Foundation Trust
- ♥ Birmingham Women's Hospital
- ♥ Birmingham City Hospital
- ♥ Good Hope Hospital
- ♥ Heartlands Hospital
- ♥ Queen Elizabeth Hospital
- ♥ The Royal Orthopaedic Hospital
- ♥ Sandwell General Hospital
- ♥ Solihull Hospital
- ♥ West Midlands Ambulance Service
- ♥ Local out-of-hours GP services

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- ♥ Allergies
- ♥ Medication
- ♥ Hospital admissions and referrals
- ♥ Vaccinations and immunisations
- ♥ Test results
- ♥ Diagnoses
- ♥ Treatment
- ♥ Medical procedures
- ♥ End of life wishes
- ♥ Demographic information (age, gender etc.)
- ♥ Concerns related to abuse of vulnerable children or adults (if applicable)

Your information will not be used for any other purposes, such as for research, or given /sold to third parties. For any changes or an up-to-date list, please refer to our website www.midlandscopyourcareconnected.nhs.uk.



Protecting Information

The importance of privacy

Only registered healthcare professionals can view your medical records and they will always ask permission before doing so. What's more, access is provided through a locked network ensuring your information is always secured to the highest possible standards.

The information you share will always be protected.

What is not shared?

Your Care Connected does not share everything from your GP record.

This is because we follow national guidance on patient confidentiality and the sharing of sensitive information. As a result, Your Care Connected does not currently share information relating to:

- ♥ IVF treatment
- ♥ HIV and AIDS
- ♥ Sexually transmitted infections
- ♥ Gender reassignment
- ♥ Termination of pregnancy
- ♥ Free text from GP record

***Please note:** this list may be subject to change to reflect changes to national guidance on the sharing of sensitive information. Please visit our website to find an up-to-date list of information that is not shared when the person treating you accesses your record using Your Care Connected.*

Your information, your choice

When it comes to your healthcare, you have the power to choose who can see your medical information, when they can see it and how they can access it.

If you are happy to share your medical information with those treating you, you do not need to do anything further. If you visit one of the organisations listed on the previous page, those treating you will ask for your permission to view your record.

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If you decide to 'opt-out' of Your Care Connected only your usual medical practice will be able to access your record electronically. Please be aware that opting out will mean your record is not available at all, even in emergency situations.

If you wish to 'opt-out' please speak to your practice directly.

Would you like to know more?

Please visit

MidlandsYourCareConnected.nhs.uk



Alternatively, you can email the team

InfoMidlandsYourCareConnected@nhs.net



Or call them on Freephone

0333 150 3388



**Your Care
Connected**

*We can produce our publications in Braille,
large print, easy read (accessible text format).
Information can also be made available in a
range of other languages.*

Please contact us for more information.



Public Health
England

NHS

1 September 2017 – 1 April 2018

Shingles eligibility

- ✓ Eligible
- ✗ Non eligible

current age



Patients remain eligible for the shingles vaccine up until their 80th birthday.

immunisation

The safest way to protect children and adults

TRAVEL INFORMATION

Please complete this form and bring with you to your appointment

If your trip is less than 2 weeks and we have no appointments, we would recommend that you attend a private travel clinic to ensure you are protected from any diseases (This will incur a fee)

We will be happy to give you a print out of your vaccine history to take with you

We suggest that you familiarise yourself with this travel website prior to your trip www.travelhealthpro.org.uk

Date Form Completed

Departure Date: Return Date:	Total Duration of Trip:
Purpose of Trip: Leisure Holiday Cruise Business Trip Group Holiday Gap Year/Adventure Visiting friends or Relatives Diving Voluntary/Relief Work Health worker Pilgrimage Long Term/Expatriate	Accommodation: Hotel Apartment/Villa (Self Catering) Staying with Family Camping Hostel Living with locals (Voluntary/Relief Trip) Cruise Ship
Country/Destinations, including region Bring in itinerary if multiple destinations 1. 2. 3. 4. 5. 6.	Airports(s) Include any airports even if a short stop off

Names and date of birth of all travelers

Name	D/O/B	Contact Number/email

Medical History

- | | YES | NO |
|--|--------------------------|--------------------------|
| 1) Do you have, or have you had any serious illness, disability or mobility problem? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2) Are you receiving regular treatment or follow up with your GP/Hospital specialist? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3) Do you have any allergies? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4) Do you have a condition or are taking any drugs which may suppress your immune system? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5) Do you think you have a condition which may be affected by travel? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6) Do you have any specific health concerns regarding your proposed trip? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7) Have you ever experienced any mental health issues, even mild anxiety or depression? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8) Women: Are you pregnant, breastfeeding or planning a pregnancy While travelling? | <input type="checkbox"/> | <input type="checkbox"/> |

Please inform the nurse of any further information that you feel may be relevant to your travel