***Barnoldswick Medical Centre***

***Newsletter***

***Summer 2018***

**Did Not Attend for Appointments**

Despite texting reminders to those patients who we have mobile telephone numbers for, we still have a lot of patients who do not attend for their appointment. Some people book them and fail to come 20-minutes later! If you no longer require your appointment, you can cancel it by:

* replying to the text reminder
* cancel it on line if you have registered with Patient Access
* by telephone or
* in person

Non-attendance of appointments is a waste of valuable time and resources and leads to longer waiting times. All of these appointments could have been offered to someone else to use rather than be wasted.

**GDPR**

You may have already heard some information about GDPR in your day to day lives, so what is it exactly?

GDPR stands for General Data Protection Regulations and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA’s principles.

As a Practice we have been reviewing our patient privacy notices in line with the new GDPR requirements, these have now been updated and are on our website and in the patient waiting area for patients to view.

These privacy notices detail things such as who is responsible for your data, what information is held and why the Practices collects this on patients, how information is stored, who it might be shared with and the reasons why it would be shared and includes detail on consenting to share your Summary Care Record.

**Bank Holidays**

The surgery will be closed on August Bank Holiday – Monday 27th August 2018

Should you require urgent medical attention outside of practice opening hours please contact NHS 111 who are operational 24 hours.

**Unacceptable Behaviour**

Unfortunately as a Practice we have noticed an increase in the number of incidents lately.

We value and care for our staff. We would ask that they are treated with courtesy and respect.

Any individual not complying with this request will be asked to leave the premises and may be removed from the Practice List.

**Make use of our on-line Services**

Did you know that you can access the following quickly, easily and securely?

Book GP appointments

Order repeat prescriptions

Access your GP records

If you have not yet registered for online services yet, please contact the Practice for further information

**Requesting Medication for Holidays**

If you are requesting your medication earlier or needing an extra supply due to holidays please inform the receptionist, so we are able to provide you with the correct prescription.

We ask that if you are travelling earlier than your prescription due date we have at least a few working days’ notice.

**Think Safe, Don't waste!**

Are you still taking ALL the medicines on your prescription? Tell your GP if you have stopped taking any medicines. If you don't take it please do not tick it. Discuss your medication with your GP or pharmacist and ask them to review your current needs. For further advice please speak with your GP

**Practice Boundary**

We have made the decision to no longer accept, or keep patients who live outside of our practice boundary. If you move outside of our practice area, you will be asked to find a GP closer to your new address.

**Telephone Consultations**

Do you need a continuation fit note or need to speak to your GP about medication that has been prescribed? The practice offers telephone consultations with our GPs for routine problems/advice, please ask one of the Receptionists for details.

**Cervical smear test results**

Please note that there is a delay at the moment processing cervical smear test and it is currently 6-8 weeks. The service will contact you with results at the same time as they notify the surgery.

**Be Self-Care Aware**

As we head towards summer, it is important for you to look after yourself and keep fit and well. Remember to:

• Regularly wash your hands; this helps prevent the spread of germs

• Take regular exercise;

• Eat a balanced diet;

• Avoid excess alcohol.

Self-care is the best choice to treat minor illnesses and injuries such as:

• Coughs

• Colds

• Sore throats

• Upset stomachs

• Aches and pains

• Minor cuts and burns

Many symptoms typically go away after about a week and require nothing more than rest and possibly treatment with over the counter medication from the chemist. Keep a well-stocked medicine cabinet and first aid kit:

• Painkillers (syrup for children)

• Ibuprofen gel

• Indigestion remedies

• Cream or spray to treat insect bites/stings

• A thermometer

• Antihistamines for allergies

• Plasters and dressings

Pick up a copy of our Self-Care leaflets from the surgery and always keep them to hand. These contain useful Self-Care advice and contact numbers.

However, if you are unsure and have tried self-care or are suffering from more than a minor illness contact 111 or us for further advice.

Most of us welcome this warmer weather but with the temperatures rising it’s wise to be aware of the risks to our health and prepare! The sun is hottest between 11—3pm, try to keep young children in the shade and be sure to use sun protection, you can still get burnt if the sun isn't shining.

As well as using sun protection and drinking plenty of water there are other things that you can do to feel more comfortable, like wearing cool loose clothing, keeping blinds, curtains and windows at home shut to keep the heat out and try to ensure you have a cooler room to go to if need to.

Be sure to look after yourself in the heat and check up on friends, relatives and neighbours who may be less able to look after themselves.