Park Medical Practice & Oakwood Surgery

Spring Newsletter

Well the light nights are upon us. It has been a long hard winter here at the practice. We would like to thank all of the staff who have continued to work very hard and ensure that we can deliver a quality service to our patients. Our staff travel from all over Warwickshire, Ashbourne, Nottinghamshire, Belper, Ilkeston and our local areas. We will be really pleased when we do not have to grit paths etc. at 7:15 am in the freezing cold! A massive thank you, to those people who have 4x4 vehicles and offered to pick staff up to ensure surgeries ran.

We see our patients as being part of our team. We need you to work with us. The NHS services, especially in primary care is changing very quickly. Our CCG, Southern Derbyshire CCG has a deficit of 69 million pounds which has got to be saved this financial year. Services that you have had in the past may no longer be available; items that were previously available on some prescriptions will now have to be purchased by patients. Currently resources are very stretched, but we can all do our bit to help. You can help us by:

* Registering for on line services – You can book appointments, request prescriptions, look at your medical records and get results (along with links to interpreting your results). There are appointments available on line only, which even the reception staff are unable to book. If you need a user name and password for online services, forms are available from reception.
* Attending your appointments. We waste thousands of pounds due to patients not attending their appointments. If you have a mobile we can text you a reminder. **If you miss 3 appointments we may ask you to leave the practice.**
* Try not to run out of medication. It takes 48 hours to process a repeat medication, so plan in advance. It is not the receptionist’s fault when a patient forgets to order their medication.
* Only order medication you regularly take.
* Currently our appointments system is set up for each appointment to be no longer than 10 minutes. You may be asked to re-book another appointment if you have more than one problem to discuss.
* If you are have a long term condition such as diabetes, COPD, heart failure etc. we will contact you for an appointment with our specialist team, who will advise you how to stay healthy. It is in everyone’s best interest that you try and attend. We are required to contact you 3 times to invite you in. Please try and respond on the first invitation as this will save us having to contact you a further 2 occasions.
* If you are eligible to have a flu jab, please try getting it done at the practice rather than anywhere else. The small amount of profit we make on the flu jabs is reinvested into the practice. The profit will go to the organisation that gives you the jab. Have it done at the practice the profit stays in the practice; have it done in the chemist the profit goes to the chemist.
* There are lots of minor conditions you could get advice from the pharmacist for or you could sign up to the Pharmacy First scheme. You do not need to see a GP for a minor ailment, often you can self-treat with advice from a pharmacist or use patient uk which is available online.

Thank you, for helping us to help you.

As always, we are saying a few hellos and goodbyes in this newsletter.

Anyway enjoy the better weather.

Best Wishes

Heather Simpson- Partner/Practice Manager



**Park Medical Practice and Oakwood Surgery are part of Primary Care plus. This is a Community Interest Company (CIC) which offers PRE-BOOKED appointments for the patients of our specific member surgeries from 6.30pm in the evening Monday to Friday and at weekends.**

**All of the practices involved have a specific number of appointments offered to them depending on the size of their practice.**

**All of the appointments MUST be pre-booked by contacting your usual surgery and asking for an extend hours appointment. So far we have had over 2000 appointments for our patients. The hubs have now seen 8000 additional appointments.**

**The hubs are run by all of the practices and regular locums and everyone has to meet very high quality checks.**

**When you are booked in for a hub appointment you will be asked the nature of the problem (so we can book you in with the right person) and we also require consent to share your full record. Without both of these you will not be able to access the appointments. This allows the clinician to have full access to your medical records, so they can add any hub consultation, prescription, fit note etc straight into your clinical record.**

**We will have appointments available at all of the hubs. So if you work near Littleover it may be easier for you to call in the Peartree hub for your appointment on your way home. If you work at Rolls Royce, Coleman Street may be more convenient. The service is exactly the same wherever you attend.**

**We offer 15 minute consultations and have a full range of quality, experienced staff on hand.**

**We offer a variety of services including both GP and Nurse Practitioner appointments, blood clinics, smear clinics, long term conditions clinics and dressing clinics**

**Remember we are not contracted to see any walk in patients. Only patients that are booked in by their practices will be seen.**

**The patient feedback is fantastic**

***TOP TIP – Sundays at the Maine Drive hub can be quieter. So if you need to see someone for a non-urgent problem, try booking in for a Sunday at the hub***

HUB INFORMATION

|  |  |
| --- | --- |
| ***Allenton***  | Coleman Health Centre, Coleman Street, Derby, DE24 8NH  |
| Monday  | 18:00 – 20:00  |
| Tuesday  | 18:00 – 20:00  |
| Wednesday  | 18:00 – 20:00  |
| Thursday  | 18:00 – 20:00  |
| Friday  | 18:00 – 20:00  |
| Saturday  | CLOSED  |
| Sunday  | CLOSED  |
| ***Chaddesden***  | Park Medical Centre, Maine Drive, Chaddesden, Derby, DE21 6LA  |
| Monday  | 18:00 – 20:00  |
| Tuesday  | 18:00 – 20:00  |
| Wednesday  | 18:00 – 20:00  |
| Thursday  | 18:00 – 20:00  |
| Friday  | 18:00 – 20:00  |
| Saturday  | 08:00 – 12:00  |
| Sunday  | 08:00 – 12:00  |
| ***Peartree***  | Peartree Medical Centre, 159 Peartree Road, Derby, DE23 8NQ  |
| Monday  | 18:00 – 20:00  |
| Tuesday  | 18:00 – 20:00  |
| Wednesday  | 18:00 – 20:00  |
| Thursday  | 18:00 – 20:00  |
| Friday  | 18:00 – 20:00  |
| Saturday  | 08:00 – 12:00  |
| Sunday  | 08:00 – 12:00  |

LATEST NEWS

**Our fourth hub will be opening on Saturday 14th April.**

**It will be located at Derwent Valley Surgery, 81 Sitwell Street, Spondon DERBY DE21 7FH (behind Birds).**

**This hub will be open at weekends only**

**Men urged to avoid ‘Silent Killer’**

Men are being urged to attend one of the newest NHS Screening Programmes. The Abdominal Aortic Aneurysm (AAA) Screening Programme is aimed solely at men who are aged 65 years and over. Men who are in their 65th year will automatically be invited to a screening clinic near to them, but those who are aged 66 and over can self-refer onto the Programme. All that is involved is a free one-off, painless 10 minute ultrasound scan of the abdomen with the results given at the end of the scan.

The aorta is the main blood vessel that supplies blood to your body. It runs from your heart down through your chest and abdomen. In some people, as they get older, the wall of the aorta in the abdomen can become weak. It can then start to expand and form an abdominal aortic aneurysm (AAA). Large aneurysms can be serious. As the wall of the aorta stretches it becomes weaker and can burst (rupture) which can lead to death. The condition is most common in men aged 65 and over, with around 1 in 70 men who are screened having an AAA. Men are **six times** more likely to have an abdominal aortic aneurysm than women, which is why women are not offered screening.

Research has demonstrated that offering men ultrasound screening in their 65th year could reduce the rate of premature death from ruptured AAA’s by up to 50%.



The programme is based at the Royal Derby Hospital but all clinics are community-based and we hold clinics at 31 locations throughout the whole of Derbyshire mainly at GP practices and Health Centres. Last year we invited 5900 men in their 65th year of which on average 87% attended.

Men who are born prior to the 1st April 1947 and wishing to be screened can contact us 01332 789859 or email us at dhft.AAAScreening@nhs.net



**GDPR**

**General Data Protection Rule**

The General Data Protection Regulation (GDPR) is a new, Europe wide law that replaces the Data Protection Act 1998 in the UK. The GDPR sets out requirements for how organisations will need to handle personal data from 25th May 2018.

The GDPR applies to ‘personal data’, which means any information relating to an identifiable person who can be directly or indirectly identified.

The practice will be contacting the relevant patients within the next 2 months to gain consent In order to comply with the GDPR regulations.

For more information please read the attached leaflets or visit our practice websites [www.parkmedical.org.uk](http://www.parkmedical.org.uk) or [www.oakwoodsurgeryderby.nhs.uk](http://www.oakwoodsurgeryderby.nhs.uk) for updates:

* Fair Processing Notice
* How we use your information leaflet
* Your Electronic Record – A patient guide



**Park Medical Practice & Oakwood Surgery**

 **Fair Processing Notice – Data Protection Act 1998**

**Your Information and How We Use It**

**Why we collect information about you**

This organisation keeps records about the health care and treatment you receive. These help ensure that you receive the best possible care from us.

**How we keep your records confidential**

Everyone working for the NHS is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes stated and consented to by the patient, unless there are other circumstances covered by the law.

Under the NHS Confidentiality Code of Conduct, all of our staff are also required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared. This will be recorded in your records.

**Other NHS organisations with which we share your Personal Information**

We may share your information, if it contributes directly to your healthcare, with Health Commissioners, NHS Clinical Commissioning Groups, General Practitioners (GPs), Ambulance Services and other NHS Common Services Agencies such as Hospitals, Community Health Teams, etc.

**Information Sharing with Non-NHS Organisations**

For your benefit, we may also need to share information from your health records with other non-NHS organisations, from which you are also receiving care, such as Social Services. However, we will not disclose any health information to third parties without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires it.

If we are asked to share information with a non-NHS organisation that does not directly relate to your care, we will always seek consent prior to any information being shared. If you choose not to consent to this when asked, then that decision will be recorded and respected.

**Your right to withdraw consent for us to share your personal information**

At any time you have the right to refuse/withdraw consent to information sharing. The possible consequences will be fully explained to you and could include delays in receiving care.

**Your rights under the Data Protection Act**

Patients, as data subjects, have a number of rights under the Data Protection Act, including a general right of access to personal data (electronic or paper) held about them.

**Right of Access**

You can make your own application to see your records, or you can authorise someone else to make an application for you. A parent or guardian, a patient representative, or a person appointed by the Court may also apply. If you wish to access your personal data, then please contact: **The Park Medical Practice or Oakwood Surgery.**

In order to fulfil our responsibilities under the Act, you may be asked to provide proof of your identity, and any further information required to locate the record you have requested.

**Withholding information about you**

Information may be withheld if the Practice believes that releasing the information to you could cause serious harm to your physical or mental health. We do not have to tell you that information has been withheld.

Information may also be withheld if another person (i.e. third party) is identified in the record, and they do not want their information disclosed to you. However, if the other person was acting in their professional capacity in caring for you, in normal circumstances they could not prevent you from having access to that information.

**Correcting inaccurate information**

We have a duty to ensure your information is accurate and up to date to make certain we have the correct contact and treatment details about you.

If your information is not accurate and up-to-date, you can ask us to correct the record. If we agree that the information is inaccurate or incomplete, it will be corrected. If we do not agree that the information is inaccurate, we will ensure that a note is made in the record of the point you have drawn to the Practice’s attention.

**Further Information**

If you would like to know more about how we use your information, or if (for any reason) you do not wish to have your information used in any of the ways described above, please speak to the health professionals concerned with your care.



The people who care for you use your records to:

* Provide a good basis for all health decisions made by you and care professionals
* Allow you to work with those providing care
* Make sure your care is safe and effective, and
* Work effectively with others providing you with care

**Others may also need to use records about you to:**

* check the quality of care (such as clinical audit)
* protect the health of the general public
* keep track of NHS spending
* manage the health service
* help investigate any concerns or complaints you or your family have about your health care
* teach health workers
* help with research

Some information will be held centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally identifiable information for essential NHS purposes such as research and auditing. However, this information will only be used with **your consent,** unless the law requires us to pass on the information.

### How your records are used

In the National Health Service we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

* Basic details about you, such as address, date of birth, next of kin
* Contact we have had with you such as clinical visits
* Notes and reports about your health
* Details and records about your treatment and care
* Results of x-rays, laboratory test etc.,
* Relevant information from people who care for you and know you well, such as health professionals and relatives

It is good practice for people in the NHS who provide care to:

* **discuss and agree with you what they are going to record about you**
* **give you a copy of letters they are writing about you; and**
* **show you what they have recorded about you, if you ask.**

### How your records are used

How we use your

Information

**The Park Medical Practice**

**&**

**Oakwood Surgery**

**Oak**

**This leaflet explains:**

* **Why the Doctors Surgery collects information about you and how it is used**
* **Who we may share information with**
* **Your right to see your health records and how we keep your records confidential**

**If you require this leaflet in a different format or you need further information or assistance, please contact:**

**Mrs Carolyn Helm**

**IT Manager**

**Park Medical Practice**

**Maine Drive**

**Chaddesden**

**Derby**

**DE21 6LA**

**01332 667911**

**Who are our partner organisations?**

We may share information with the following main partner organisations:

* Strategic Health Authorities
* NHS Trusts (Hospitals, PCTs)
* Special Health Authorities
* Ambulance Service

We may also share your information, **with your** consentand subject to strict sharing protocols about how it will be used,

 With:

* Social Services
* Education Services
* Local Authorities
* Voluntary Sector Providers
* Private Sector

**Anyone who receives information from us also has a legal duty to:**

**KEEP IT CONFIDENTIAL!**

Everyone working for the NHS has a legal duty to keep information about you confidential.

**We have a duty to:**

* Maintain full and accurate records of the care we provide to you
* Keep records about you confidential, secure and accurate
* Provide information in a format that is accessible to you (i.e., in large type if you are partially sighted).

We **will not** share information that identifies you for any reason, unless:

* you ask us to do so;
* we ask and you give us specific permission;
* we have to do this by law;
* we have special permission for health or research purposes or
* we have special permission because the interests of the public are thought to be of greater importance than your confidentiality

**![MMj02852800000[1]]()**

**Our guiding principle is that we are holding your records in**

**STRICT CONFIDENCE**

**How we keep your records confidential**

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

You also have the right to ask for a copy of all records about you (you may have to pay a fee)

* Your request must be made in writing to the organisation holding your information
* There may be a charge to have a printed copy of the information held about you
* We are required to respond to you within 40 days
* You will need to give adequate information (for example full name, address, date of birth NHS number etc.,)
* You will be required to provide id before any information is released to you.

**If you think anything is inaccurate or incorrect, please inform the organisation holding your information.**

**Notification**

The Data Protection Act 1998 requires organisations to notify the Information Commissioner of the purposes for which they process personal information.

The details are publicly available from the Information Commissioner:

 Wycliffe house

 Water Lane

 Wilmslow

 Cheshire SK9 5AF

Tel: 01625 545745

[www.information](http://www.information)commissioner.gov.uk

### You have the right

**Your** **Electronic** **Health** **Record** **A** **Patient** **Guide**

**Please** **read** **this** **leaflet** **carefully.** **It** **will** **give** **you** **information** **about** **how** **your** **data** **is** **shared** **for** **the** **purposes** **of** **direct** **patient** **care.**

Today, electronic records are kept in most of the places where you receive healthcare, for example at your GP surgery or Out of Hours clinic.

This care service uses the clinical computer system SystmOne, which enables your full electronic record to be shared to anyone involved in your direct care, across different healthcare services. A full list of the care services that use SystmOne is below.

**You** **have** **choices** **about** **whether** **or** **not** **your** **information** **is** **available** **to** **other** **providers** **who** **care** **for** **you.**

**Why** **is** **sharing** **my** **health** **information** **important?**

Your electronic health record contains lots of information about you, including your medical history, the types of medication you take, any allergies you have and demographic information like your home address and your next of kin.

In many cases, particularly for patients with complex conditions, the shared record plays a vital role in delivering the best care. Health and

social care professionals can ensure a coordinated care response, taking into account all aspects of a person’s physical and mental health.

Whilst some patients have extensive knowledge of their conditions and care requirements, this is not true for everyone. Many patients are

understandably not able to provide a full account of their care. The shared record means patients do not have to repeat their medical histories at every care setting, or make guesses about their previous care.

A shared record ensures health or social care professionals always have the most accurate, up to date information. They can rely on their colleagues, sharing accurate and relevant data in a timely way, to provide you with safe and efficient care.

**Which** **care** **services** **could** **I** **go** **to** **that** **could** **access** **my** **patient** **record?**

• GP practices

• Community services such as district nurses, rehabilitation centres, telehealth and diabetes services

• Child health services that undertake scheduling of treatments such as vaccinations

• Urgent care organisations such as Minor Injury Units and Out of Hours services

• Community hospitals

• Palliative care hospices and community services

• Offender health – care providers within the health units

• NHS Mental health trusts • NHS Hospital trusts

• Accident and Emergency departments • Care Homes

• Pharmacy

• Social care – registered and regulated professionals within social care organisations coordinating care (not social care providers)

**Sharing** **your** **record**

**Providing** **consent** **to** **view**

When you start receiving care from a care service (that uses SystmOne), you have the right to either agree or disagree that they may view your SystmOne record. The health or social care professional seeing you should ask your permission for them to view your electronic record.

**If** **you** **answer** **YES:** That care service will be able to view information recorded on your electronic record by other care services (excluding any data you have requested to keep private (see below).

**If** **you** **answer** **NO:** That care service will not be able to see any information recorded anywhere else (even if your record has been set to share from any other care services).

As a patient, you have control over who can see your health information. Even if you give permission on one occasion, you can still change this at any time.

To provide the best care, your electronic health record will be made available to other services involved in your care. Until you are registered at one of the care services on the previous page, no information about you will be shared to them.

Although your record is automatically setup to share your information, you can ask your doctor for this option to be switched off. This will mean none of the information recorded by your doctor will be visible at any other care service.

The only exceptions when your data will be accessed are:

• When you visit the other care service, you give your permission to override your previous dissent, allowing them to view your record including any items marked as private.

• If your clinician has concerns regarding your wellbeing related to safeguarding, for example concerns about domestic abuse.

If you would prefer that the override option above is never made available, you have the ability to request your doctor prevents it. However, this means your data will never be available at other care services

**Can** **I** **choose** **what** **is** **made** **available?**

To give you the most personalised care, it is recommended that you share your whole health record with every service that cares for you. However, you have control over your record and have the choice to specify specific elements of the record you don’t want to be shared.

For example, if you have had a consultation about a particularly sensitive matter, you can ask for this section of the record to be marked as private. That way, even if you consent for another service to see your record, that consultation will not be shown. If a consent override is used, then consultations marked as private will be accessible.

**What** **choices** **do** **I** **have?**

When thinking about how your information is shared, you as the patient can specify three main controls:

1. Do you enable your record to be shared at all? If you have said ‘yes’ to sharing out from this organisation, for every care setting you visit you still get to decide if they can view your record. You do not have to make the same choice for every organisation.

2. You can specify entries in your record that you want to remain confidential. These can only be viewed by the care service they were originally recorded at (unless the consent override is used for the reasons stated above). You can then decide if the rest of your record is shared at each care setting you visit.

3. Saying no at this stage means no other care service can see any of your record. If you don’t want your record to ever be viewed by anyone you have a further choice to request that consent override is prevented.

**If** **you** **would** **like** **more** **information** **on** **how** **your** **data** **is** **shared** **please** **talk** **to** **your** **healthcare** **professional.**



Practice News

* Dr Heidi Wright will be joining us in April. Heidi is a very experienced GP who trained at this practice many years ago. Heidi will be working 5 sessions a week and will mainly be based at Chaddesden. Welcome back Heidi
* Dr Roberto Zocchi will be leaving the practice in the late spring; he has been offered a permanent job at another practice. We would like to thank Roberto and wish him all the best for his coming wedding and new job.
* Dr Emily Robinson will be joining the practice in April. Emily is a GP registrar. Dr Rachel Burnett will be her GP mentor.
* Dr Helen Hill will not be in practice due to illness but hopes to return as soon as she is better. We all wish her the best for a speedy recovery.
* First provider services (gynaecology and MSK) which were operating from the Borrowash surgery will be closing down at the end of March. We would like to thank Dr Charlotte Porter, Mandy- Physio, Dr Lim and Receptionists Jane and Clare for their wonderful services over the last 9 years. All patients who have used the service should have been contacted.
* Dr Martin Keeling will be retiring from general practice in June and would like to send the following message to all of his patients and the practice team.

To Patients & Team at the Park Medical Practice

***“Now is the time to say Goodbye***

***Now is the time to yield a sigh***

***Now is the time to wend our waaaaaaaaaaaaaaaaaaaaayeeeeeeeeeee***

***Until we meet again***

***Some sunny day.***

***Goodbye***

***Goodbye***

***We’re leaving now***

***Tattybye***

 ***Goodbye***

 ***We wish you all Goodbye”***

 ***Peter Cook & Dudley Moore***

It is with sadness but also a sense of excitement that I inform you all that I will be retiring at the end of June this year after 31 years at the practice.

The job of being a doctor is a very privileged one and it has been a pleasure to have served the practice community for so long. During this time I have shared many emotions with patients … happiness; joy; relief; sadness; tragedy; anger and endings. Patients and their relatives share the most confidential information and feelings with you and it is this relationship with patients that has made General Practice such a special job. Thank you all.

Caring for patients is about teamwork and I have been very fortunate to work at the Park Medical Practice since 1987, with a team who have always been supportive of each other, have embraced change and always strove to provide our patients with an excellent service. I have worked with many of the team for years and regard many as not only colleagues but also friends. There is no doubt I will miss the challenges of working in the team, of consulting with patients and caring for them over the years. However I have no doubt that the practice will continue to provide a quality service to patients in a mutually supportive environment. I hope the legacy I leave is regarded as highly as the one I joined all those years ago.

As Winnie the Pooh said:

***“How lucky I am to have something that makes saying goodbye so hard”***

**MARTIN KEELING**



 **WE NEED YOUR HELP**

The community of Borrowash is trying to put Borrowash and Ockbrook forward for the Erewash in bloom competition in the summer. The theme for the event will be red, white and blue plants to celebrate the end of WW1 (100 years).

The partners would like us to take part and add a floral display (planter) at Borrowash surgery. We are going to have a meeting on Wednesday 2nd May 2pm to 3pm, at Borrowash surgery to discuss designs/ideas and then we will arrange another meeting to plant the tubs etc., so they are established before judging. We will then enter the competition as a local business. So, if you have green fingers, interested in making the community brighter or just want to get involved just turn up for the meeting with your ideas. The only commitment is 2 sessions. Hopefully the surgery will look amazing and if all goes well we may extend it to our other surgeries next year.

You provide the ideas and we will provide the tea and biscuits.

 