



January/February  
2018

# Bourn Surgery Newsletter

**There will be a Clinical Governance half-day practice closure on the afternoon of Thursday 15th March 2018.**

## **Further new additions to the Practice team**

In the last newsletter we detailed the staffing changes that have been taking place in our nursing team. Change is also afoot in Dispensary. Annette Matthews, our longstanding Dispensary manager, retired in December. Annette was with the Practice for over 20 years, and was well known to our patients. We wish her all the best for a very happy retirement!

We have a new Dispensary manager, Garry Sibley, who joins us from Addenbrooke's Pharmacy. We are also pleased to welcome Bekki Symes, who joins as a Dispenser. Welcome both!

## **Evergreen Life Patient Online Access**

Patient Online is an NHS England programme designed to support GP practices to offer and promote online services to patients, including booking or cancelling appointments, ordering of repeat prescriptions, and access to coded information in your medical record.

Evergreen Life, a Manchester-based personal health record service provider, is now connected to the three major GP systems in England (including the system we use at Bourn), giving 55 million people in the UK access to their GP electronic medical record. The service is fully approved and assured by the NHS, so people can safely and securely access their medical record.

Evergreen Life is a **free** downloadable app, suitable for mobile phone or tablet use, in which people can view and download their electronic medical record, book appointments, and order repeat descriptions online.

We are now offering the Evergreen Life service to all patients at Bourn. To use this service, simply contact Reception to ask for your online access code - you will be required to show photographic ID.

According to the provider, as well as using GP online services, you can track, store and review lots more information about your health, fitness, and wellbeing within the personal health record area of the app. More information can be found at <https://www.evergreen-life.co.uk/gp-online-services>. We also have information posters on display at the Surgery, as well as patient information leaflets.

## **Mobile numbers**

As ever, please ensure that we have your **current** mobile telephone number on your records, to ensure that text reminders for appointments, and attempts to contact you when needed, go to the right number.

## Changes in Dispensary

As you will see from the Dispensary opening times below, we have been able to extend our opening hours in Dispensary. Dispensary now opens at 8.30am and is only closed between 1pm-2pm in the afternoon. We hope that this proves much more convenient for our patients, and are grateful to our Dispensary staff for making this change possible.

In additional good news, we have listened to feedback from our patients, and are planning to introduce a card machine in Dispensary, to enable card payments for prescriptions. Many of you, we are sure, will welcome this!

## Stop or Switch

In previous newsletters we have covered the efforts, both nationally, and locally, to save money in our cash-strapped NHS. We have previously noted that our local Clinical Commissioning Group (CCG) have targeted prescriptions for medications available over-the-counter as one way of saving money. A national consultation is currently underway to try and provide national guidance on this, but our CCG has launched it's own drive to try and reduce our local NHS spend on over-the-counter medications. The Stop or Switch prescribing list is part of our CCG's efforts to get the best value and outcome for patients from limited NHS resources. The items included on the list have been chosen as they are either;

- Not clinically effective
- Available without prescription (and often at a lower cost than to the NHS)
- Not cost effective

The full list is available at [cambridgeshireandpeterboroughccg.nhs.uk](http://cambridgeshireandpeterboroughccg.nhs.uk), and covers many items. To give some examples, head lice treatment, wart/verruca treatment and topical anti fungal nail treatments are all on the list. Haemorrhoid creams are also included, as are all gluten-free foods.

If you currently receive an item on this list on NHS prescription, your GP will discuss this with you, where appropriate, at your medication review.

Our local CCG spends £1.2million annually on Paracetamol prescriptions, £295,000 on heartburn and indigestion relief preparations, and £1.1million on treatments for upset stomach. While some of these prescriptions will have been unavoidable and entirely appropriate, surely we all agree that trying to reduce spending on medications that are easily and cheaply available over-the-counter is worthwhile.

If you have any queries or complaints regarding this CCG initiative, the Patient Experience Team at the CCG would be happy to hear from you on 0800 279 2535 or [capccg.pet@nhs.net](mailto:capccg.pet@nhs.net).

### Reception

- **Mon-Fri:**  
**8.30am-1pm, 1.30pm-6pm**
- **Appointments: 01954 719469**
- **Emergencies: 01954 719313**

### Dispensary

- **Mon-Fri: 8.30am-1pm,  
2pm-6pm**

### Out of Hours

- **01954 719313 and listen to the  
automated message.**