**The Croft Surgery, Kirkbride CA7 5JH, telephone: 016973 51207**

**Urgent Surgery - 9am- 10am**

**Please remember that this surgery is only for urgent problems that need medical attention that day. If you are struggling to make an appointment please discuss this with reception.**

**2018 Afternoon Closure Dates**

**The surgery closes for essential staff training once a month. The surgery will close at 1pm on the following dates:**

**July 11th Sept13th Oct 10th Nov 14th**

**Calls will be taken by Cumbria Health on Call, but please call 111 for medical advice or 999 in case of an emergency.**

**Please remember to allow 2 full working days from the day ordered to the day of collection to allow us to dispense items safely before any medication can leave the building.**

**If you order on a Monday, collection day will be Wednesday etc.  In the case of Bank Holidays please order a day earlier. Orders placed via the internet while the surgery is closed, for example over a weekend, will not be processed until the surgery’s next working day, and will be ready for collection in accordance with the above.**

**If you use our delivery service, please order by noon on Monday.**

**![C:\Users\samantha.willis\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\U7NDJF1F\primary-sms-protocol[1].png]() Text reminder service - Please ask at reception about how this can work for you! If your mobile phone number has changed recently, please don’t forget to let us know.**

**Treatments for Hayfever**

**Following a recent patient enquiry, the doctors considered the management of hayfever with a yearly injection.  Although this was an acceptable treatment for hayfever several years ago, the evidence is now lacking and there is significant risk of side-effects.**

**National Guidance does not endorse the steroid injection – instead it advises steroid nasal sprays. These do not always work immediately but once they are working are very effective in the management of hay fever. There is the option of buying a steroid nasal spray over the counter or having one prescribed for you.**

**The steroid nasal spray can be used in conjunction with tablet antihistamines and eye drops.**

**Steroid tablets maybe used as a very short term acute treatment but regularly taking steroid tablets would risk side-effects such as bone thinning, stomach ulceration and glandular changes.**

***We would recommend using a steroid nasal spray for ongoing hayfever management***

**Learn more at https://www.nhs.uk/Conditions/Hay-fever/**

**Staff News**

**We have welcomed two new members of staff to the clinical team recently.**

**Debra Williams is our new practice nurse and Dr. Ruth Pearce joins us as a retained GP.**

**Taania has joined our reception team.**

**At the end of July we will be saying goodbye to Myra who has worked in the dispensary at the surgery for 11 years! Myra has been a valued member of the team and I am sure our patients will join us in wishing her well.**

**GDPR**

**New legislation regarding Data Protection means that there have been significant changes to how we handle and control data in the Practice. Please find detailed information on the next page.**

**If you wish a representative such as a member of you family to act on your behalf at the surgery, for example collecting letters, prescriptions, passing and receiving enquiries, we will need to have your express consent recorded on your medical record to that effect. Please ask for a form at reception. We appreciate that this may be a temporary inconvenience until permissions have been recorded and we thank you for your patience while these changes are implemented.**

**Our practice website is updated regularly and as well as information about Practice services there are links to many other useful NHS pages. You can also give feedback about our services using the Friends and Family test.**

**For your convenience you can book appointments and order prescriptions online. You will need to register with Patient Access and forms for this are available from reception.**

**What is GDPR?**

 **General Data Protection Regulations**

GDPR is a new law that determines how your personal data is processed, kept safe and the legal rights that you have in relation to your own data. The regulation applies from 25 May 2018.

**What is GDPR?**

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

**THE MAIN CHANGES ARE:**

* The Practice must comply with Subject Access Requests - a written signed request from an individual to see what information is held about them - like where we require your consent to process data. This must be freely given, specific, informed and unambiguous.
* New special protection for personal data.
* The Information Commissioner’s Office must be notified within 72 hours of a data breach.
* Higher fines for data breaches.

**WHAT IS PERSONAL DATA?**

Personal data is information that is related to a single person, such as his/her name, age, medical history, diagnosis etc.

**WHAT GDPR WILL MEAN FOR PATIENTS/STAFF**

**YOUR DATA:**

* must be processed lawfully, fairly and transparently.
* collected for specific, explicit and legitimate purposes.
* must be limited to what is necessary for the purposes for which it is processed.
* must be accurate and kept up to date.
* must be held securely.
* It can only be retained for as long as is necessary for the reasons it was collected.

**PATIENTS’/STAFF RIGHTS**

* Being informed about how their data is used.
* To have access to their own data.
* To ask to have incorrect information changed.
* To restrict how their data is used.
* Move their patients/staff data from one organisation to another.
* To object to their personal information being processed (in certain circumstances).

**WHAT IS CONSENT?**

Consent is permission from patients/staff – an individual’s consent is defined as:-

* Any freely given
* Specific and informed
* Indication of his/her wishes by which the data subject (patients/staff) agrees to relevant personal data being processed.

The changes in GDPR mean that we must get explicit permission from patients/staff when using their data.

This is to protect your right to privacy and we may ask you to provide consent to do certain things like contact you or record certain information about you in your clinical/staff records.

Individuals have a right to withdraw consent at any time.

A full privacy notice regarding GDPR and how we handle, control and

store data is available on our practice website and on the waiting room notice board.

**www.kirkbridesurgery.org.uk**