

# Whiteley and Locks Road Surgery.

Spring 2010

No. 11  
NEWSLETTER



## **BABY NEWS**

Dr Jane Plumtree had baby Lucy in March. Congratulations from all at the surgery. Dr Plumtree is planning to return to work in January of next year.

## **NURSING STAFF**

There have been quite a few changes to the nursing staff over the last few months. Stephney Neal, who had been with us for many years, retired at the end of March. Many of you will know her from our diabetes clinics as well as her general nursing duties within the surgery. She will be missed both by patients and staff. Karen McCulloch has taken over the diabetes role and runs clinics at Whiteley and Locks Road, she is also trialling our new nurse triage system on Fridays.

Kay Upshall has joined us from the District Nursing team. Debbie Petrie is our newest member of staff joining in May from a surgery in Southampton

## **GP PATIENT SURVEY 2010/11**

The Department of Health is running a GP patient survey again this year to assess patient's experiences of their local NHS service. The survey, conducted by Ipsos MORI, is posted to a random sample of patients quarterly and covers issues such as access to care and satisfaction with treatment. The next survey is due to go out to patients during the week beginning 5th July. If you receive a questionnaire please fill it in and return as soon as possible, it is really important that we hear your views.

## **ONLINE PRESCRIPTION REQUESTS**

As some of you will already be aware you are now able to order your repeat medication via our website. You are able to indicate where you would like to collect your prescription from, either one of our sites or any of the local pharmacies. Prescriptions should be available to collect 2 working days after your request. Just follow the link towards the bottom of our homepage.

## **PATIENT PARTICIPATION GROUP**

The newly formed patient participation group continues to meet regularly. If you have any suggestions for the agenda please contact our Practice Manager, Jeannette Atkins, via the PPG link on our website.

## **THE SUMMARY CARE RECORD**

For some years there has been a move towards developing a summary of patient's records which can be accessed anywhere around the UK and via the NHS web. This would mean that if a patient had an accident or illness whilst away from home then medical staff would be able to access key information such as current medications and any significant past medical history or long term conditions. In order to do this that individual would require a login, a password and the patient's permission.

This sounds like a welcome step forward but there has been much debate as to whether patients should have to 'opt in' - their records will not be included unless they have given specific permission-or should have to 'opt out'-their records will be included unless



they specifically state that they do not wish this to happen. The decision was taken that there should be a campaign to inform patients about the SCR and that unless an individual objected to their inclusion they would be considered to have given consent.

The campaign went ahead and the roll out of the SCR began at the start of this year however it became apparent that this was happening far faster than anticipated. The British Medical Association complained that patients and practices had not been given sufficient information in advance and the roll out has been temporarily halted.

Following discussion it has been agreed that practices do not have to engage with the program but will have to opt in only when they are happy that their data quality is fit for sharing and that they are content with the consent process i.e. presumed consent must be supported by a widespread and appropriate patient awareness campaign.

Whilst we are already making information and consent / opt out forms available at Reception, we await further guidance on what constitutes an appropriate awareness campaign and until that time patient data from this Practice will not be included in the SCR.

## **TRAVEL VACCINATIONS**

Holiday season is now in full swing. If you are travelling abroad please collect a form from Reception and then book an appointment with the

## **OPENING TIMES**

### **Whiteley Surgery**

Monday	8am – 6.30pm
Tuesday	8am – 7.45pm
Wednesday	8am – 7.45pm
Thursday	8am – 7.45pm
Friday	8am – 6.30pm
Saturday	8.30 – 11.30am

### **Locks Road Surgery**

Monday	8am – 6.30pm
Tuesday	8am – 6.30pm
Wednesday	8am – 6.30pm
Thursday	8am – 1.00pm
Friday	8am – 6.30pm

## **USEFUL PHONE NUMBERS**

Whiteley Surgery

01489 881982

Locks Road Surgery

01489 583777

## **WEBSITE**

[www.whiteleysurgery.co.uk](http://www.whiteleysurgery.co.uk)

or

[www.locksroadsurgery.co.uk](http://www.locksroadsurgery.co.uk)

## **PRESCRIPTIONS**

Please only order the quantity that you need. Unused medicines cannot be recycled and are wasted. Please take any unused medicines to your local pharmacy for safe disposal.

## **TEST RESULTS**

If you have been asked to contact the surgery for results of a recent test please call between 1.00–3.00pm.

Test results are not received back into the Surgery until late morning.

## **COMPLAINTS**

All complaints must be put in writing to Mrs Wendy Allcock, Reception Manager. Please ask at Reception for a Complaint Procedure Form.

