

# DEVON ROAD SURGERY

News.....



Issue 1 July  
2018

## Newsletter Spotlight:

Why not sign up for  
online detailed care  
record to view your  
own results online!

## CLINICS

In response to the patient demand, we now have phlebotomy clinics running three times a week by our Phlebotomist Anita, Liz our Health Care Assistant and Michelle who is now also a qualified Health Care Assistant will be covering clinics very soon.

## NURSE PRACTITIONER

We have an Advanced Nurse Practitioner who also can also prescribe working with us on a Monday, Tuesday, Wednesday and Thursday. Her name is Naomi. Many of you will know her as she has been with us for quite some time. If you call in for an on-the-day appointment, you will be asked what the problem is so that our receptionists can ensure you are put in with the correct clinician. In most cases, you will be put in with Naomi.

We are in fact increasing the number of Nurse Practitioner sessions and will be taking on another member of staff to cover additional sessions during the week including Fridays from August of this year, her name is Kate. Many of you may already know her as she is our Diabetic Nurse Specialist. These sessions really help with our appointment availability and keep waiting times down. We appreciate your help with this. Don't feel you have to go into detail about your problem—the receptionist just needs a brief description of the problem/reason for your visit.

## **Wound Care**

We hope that Dartford Gravesham & Swanley Clinical Commissioning Group are going to be funding a new service where all patients within DGS will no longer attend their own Practice for wound care but instead will attend a wound care Hub. Our local Hub we have been told will be located at The Oaks Practice in Swanley. The advantages of this are manifold:

- ◆ Nurses who only carry out wound care become extremely skilled at it and there will be access to a Specialist Tissue Viability nurse to advise on wounds that are slow to heal.
- ◆ More robust pathways will be in place between the Acute hospital, minor injuries unit and A & E to ensure patients are not suddenly 'landed' onto a service that has no appointments available which has so often been the case in the past. GP Practices struggle when they find themselves with patients who have been discharged from hospital and told to get their dressing changed/sutures removed at the surgery within a short timescale but have no appointments to offer the patient forcing them to travel to a minor injuries clinic where there is often a very long wait.



## **Stop Smoking Service**

We have a stop smoking advisor at the Practice who has a very high success rate in helping patients to quit. If you have been meaning to quit, why not take that step and give us a call and book in with our Health Coach, Michelle.

## **NHS Health Checks**

We have two members of staff [Michelle and Liz] that are trained to deliver these checks. If you have received a letter from us or a text inviting you to your health check, please take it up. We have various appointment slots throughout the week to accommodate most patients. The eligibility for these checks depends upon your age and whether or not you have a past history of certain conditions, so only book a check if you have had a letter.

## **Dispensary**

We have a very busy dispensary and have therefore decided to open our dispensary on a Wednesday afternoon between the hours of 3.30–6.30pm. Please ensure you put your repeat requests in to allow for 3-working days turn-around, particularly pre-bank holidays. We appreciate your assistance in this.

If you normally order your repeat prescriptions online—please be aware that you will be unable to do this from mid-August through to when you re-register for online services in September. This is due to a change in clinical system.

## **General News**

We are changing our computer clinical system at the end of August. There is a lot of training occurring during go live and post go live so there will be reduced availability of appointments during these sessions. We hope that there will be minimal disruption but please bear with us as we get used to the new system as there may be some transitional issues. We hope this will reduce the number of problems we have been having with connectivity and ultimately make our interactions with the computer system quicker, slicker and more efficient.



## **Extended Access Hubs!**

- ◆ Our Practice will have access to some extra appointments where our patients can be directly booked an appointment at The Cedars Surgery in Swanley, which is where our locality extended access hub is located. These appointments are for acute minor illness and you will be seen by a GP or Nurse Practitioner who can prescribe. These appointments are not suitable for problems that are ongoing that may require referral and/or investigations. We hope this will ease pressure on appointments for patients who need to be seen quickly.
- ◆ These appointments will be available on a Tuesday, Wednesday and Saturday. There is not currently a full spread of appointments as recruitment of GPs and Nurse Practitioners is still in progress.

## GDPR

- ◆ GDPR replaces the Data Protection Act 1998. Once we leave European Union, it will become the UK Data Protection Bill
- ◆ A new NHS opt out is now available via NHS Digital, it will replace the previous opt outs for care.data but will not affect Summary Care Record opt outs. Patients opt out preference will be recorded centrally on the NHS spine by NHS Digital. Please see our website—go to the confidentiality section and we have lots of information about GDPR and how it affects your data.
- ◆ Changes to the legislation around Subject Access Requests – We must now be able to supply the record within 28 days or one calendar month rather than the previous 40 days. Practices can no longer charge patients or solicitors unless considered unfounded, excessive or repetitive.
- ◆ Patients asking for print outs of blood results/imms history etc will be asked to register for detailed care record online from September 2018 onwards where they can view/print off whatever they need. In the interim, paper copies can be printed off.



## **Accessible Information Standard**

Who is it for?

Anyone who may have a form of disability.

There are five basic steps making up the Accessible Information Standard:

1. Please let us know your preferred methods of communication
2. We will then record these needs in a clear, unambiguous way in your electronic record
3. We will flag these so they are 'highly visible'.
4. We will share this information as part of existing data sharing processes in accordance with data protection frameworks
5. We will make sure you receive information that you can access and are able to understand in the way you have requested.

### **For your Info:**

We have a wheelchair ramp which is removable, so please ask our reception staff to put this in place to ensure easy access to the Practice. We also have a dedicated disabled toilet.

We have a lower counter at the side of reception for wheelchair users.

We have a hearing loop which works with hearing aids.

If you need an interpreter, please let us know as we can access these either to get one in person or over the telephone.

We are currently applying for funding for improved access in the form of automatic doors and a permanent ramp.

## **Immunisations:**

Shingles—eligible patients are those in their 70's born after 2nd September 1942 and those aged 78 and 79 years are also eligible for shingles vaccination.

Measles Mumps Rubella—if you have not had this vaccination, did not have a complete course [i.e. an initial vaccine followed by a booster], then you can come and have a catch up course of the MMR vaccination.

Pertussis in Pregnancy—all pregnant women are advised to have this vaccination carried out.

Meningitis ACWY—Young patients aged 18—25 years can have this vaccination at the Surgery.

Pneumococcal Vaccination—All patients over 65 are eligible. You are eligible if you are under 65 and suffer from a chronic disease or are immune compromised.

Influenza Vaccination—All patients over 65 are eligible. You are eligible if you are under 65 and suffer from a chronic disease or are immune compromised. Vaccinations for flu will begin in September 2018 for the 2018/2019 flu season