

# Corkland Road Medical Practice Patient Participation Group Bulletin

December 2015 Issue 16

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**We would like to wish all our patients a Merry Christmas from all the staff at Corkland Road Medical Practice and a very Happy New Year ahead.**

We will be closed from 4pm on Christmas Eve and reopen on Tuesday 29<sup>th</sup> December at 8.30am.

On New Year's Eve we will be closed again from 4pm reopen on Monday 4<sup>th</sup> January at 8.30am

If you require urgent medical assistance that cannot wait until the surgery re-opens, please call **111 where you will be put through to the NHS111 helpline** who will be able to assist you further.

NHS111 is a **free to call**, non-emergency, medical helpline operating in England. The service is part of the country's NHS telephone and triage and advisory services

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The Choose Well website is an excellent resource which includes details of services in the area, including local pharmacies and walk-in centres, and self-care information. It provides a wealth of clear, clinically assured self-care information for patients, covering over 40 topics in 64 languages; each topic comes with a downloadable pdf leaflet to help you to self-care.

[www.choosewellmanchester.org.uk](http://www.choosewellmanchester.org.uk)

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## **NHS England Primary Care Practice Infrastructure Fund (PCIF)**

### **Corkland Road Plans for Further Extension at the back of the building**

Over the last 5 years our patient numbers have steadily increased and as a result we have seen a 50% increase in patients during that time.

As you will be aware from some of the posters distributed around the practice, we are hoping to be successful with our bid to the Primary Care Transformation Fund to build an extension in order to meet demands; offering additional capacity and better access to our patients through additional new consultation rooms at the back of the building.

We are happy to report that the bid has been provisionally approved in principle by NHS England at the end of March 2015 and the due diligence reports have now been forwarded to Central Manchester CCG so that they can consider as to whether they support this scheme going forward.

As always we would be very glad to receive any feedback, questions or concerns about this project. We would particularly welcome any ideas around any services you would like to see further developed or delivered as part of this project. Please forward any ideas to the Practice Manager.

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### Survey

We have created a [short online patient survey](#) to see where we might be able to be able to further improve our services. We would really appreciate it if you would take a moment to answer a few short questions. The survey can be completed by [following this link](#)

<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=240638&a=P84652>

..or via the [online services link](#) where you can find more information on booking appointments and ordering repeat prescriptions online.

<http://www.corklandroadmedicalpractice.co.uk/doitonline.aspx>

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### The Friends & Family Test

If you visit the surgery you may be asked about whether you recommend the surgery or not to your family and friend. You can fill in a form anonymously at reception or complete the short questionnaire here online <http://fft.mysurgeryintranet.co.uk/surveys/4263/take-our-survey>

For more information please visit

[www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)

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*Best wishes from the Corkland Road Medical Practice team*

**If you do have anything you would like to feedback or discuss, or improvements you can suggest then please feel free to contact the Patient Participation Group team via the website at**

<http://www.corklandroadmedicalpractice.co.uk/ppg.aspx> .

**We are very happy to facilitate a small working group to meet regularly if there is demand please contact us with your details/availability if you would like to contribute to this.**

## **Plan to Meet GMS / PMS 2015-16 Contractual Requirement for Patient Online Service**

This practice plans to offer the facility for patients to view online, export or print detailed coded information held in their own records from **31.3.2016**.

These dates are subject to the necessary NHS GP systems and software being available to the practice.

This practice currently offers the facility for patients:

- to book, view, amend, cancel and print appointments online
- to order online, view and print a list of their repeat prescriptions for drugs, medicines or appliances
- to view online, export or print summary information from their record, relating to medications, allergies, adverse reactions and any other items agreed between the practice and individual patient

We have already publicised and promoted our online services to our practice's patients through the practice website, practice waiting room leaflets, posters and the Patient Participation Group.

### **Planned activity**

- 1 Write up practice policies and ensure staff are made aware of these.  
Train relevant staff for patient records access, e.g. receptionists  
Review any nationally provided support material from RCGP/NHS  
England **October 2015**
- 2 Agree an initial small group of patients to access coded information from their records **November 2015**
- 3 Prepare promotion and information activities for patients **December 2015**
- 4 Publicise online services to patients through posters, website and PPG  
Commence access to detailed coded information in patients own records for patients who request it **December 2015 onwards**

## **CORKLAND ROAD MEDICAL PRACTICE**

### **Carers Support Policy**

If you are a carer, you might find it difficult to access our services without extra support.

If you identify yourself as a carer, our staff will try to offer you:

1. Home visits and/or telephone appointments if caring responsibilities mean you cannot leave the person you care for at home or bring them with you to the surgery.
2. Flexibility or priority on appointment times where possible.
3. Support for the person you care for in the waiting room or a private area if you need to bring them to the surgery but would like an appointment in private.
4. Information about local carers support services which may be able to arrange transport and/or sitting services to help you leave home to attend surgery.
5. Telephone ordering for prescriptions where possible.
6. An annual health check and a flu jab.
7. Information about your right to a Carers' Assessment of your own needs as a carer.
8. Advice on safer lifting and other aspects of providing care such as medication.
9. Discussing with you what you would like us to do in the event of you or the person you care for having a medical or other emergency.

In some cases caring roles are full time and very demanding. We would like to support you in your caring role where we can. We will avoid making assumptions about the amount of care you wish to take on.

Caring should not be at the expense of your own health and wellbeing. Please tell us how your caring role is affecting you and if you have any support needs.

#### **We will try to help you by:**

- Respecting your privacy and confidentiality and conducting conversations of a personal nature in private.
- Discussing the benefits of appropriate information sharing with patients who need or may in future need care from a relative or friend.
- Providing you with information about the condition and needs of the person you care for, such as the effects of medication, where that person gives consent.
- Always listening to and respecting the information you give us about your caring role and the needs of the person you care for.
- Providing you with general information about health conditions when you ask for it when we do not have consent from the person you care for to share their personal information.

Please contact reception if you have any queries about our support for carers.  
They will be happy to help and treat the conversation in strictest confidence.

**Please complete this form and either hand it to our Receptionist**

**CORKLAND ROAD MEDICAL PRACTICE**

**Carer's Identification and Referral Form**

**YOUR DETAILS**

Name			
Address		Date of Birth	
		Home Phone	
Post Code		Mobile Phone	
Any relevant information			

**DETAILS OF THE PERSON YOU LOOK AFTER**

Name			
Address		Date of Birth	
		Home Phone (If different)	
Post Code		Mobile Phone (If different)	
GP details (If different)			

Please pass my details to the Carer's Service

Signed: \_\_\_\_\_

*Please complete this form and either hand it to our Receptionist or place it in the special "Carers Referrals" box in Reception.*

*Thank you for completing this form*