

Corkland Road Medical Practice

Patient Participation Group Bulletin

December 2017 Issue 22



Christmas and New Year Period

We would like to wish all of our patients a Merry Christmas from all the staff at Corkland Road Medical Practice and a very Happy New Year ahead in 2018.

We will be closed from 6:30pm on Friday 22nd December and **reopen on Wednesday 27th December at 8.30am.**

For New Year we will again be closed from Friday 29th December and **reopen Tuesday 2nd 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 NHS 111 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

Pharmacy/NHS Services Opening Times Christmas and New Year

Please find a link below to a poster which provides information on the opening times for Manchester's pharmacies and NHS services over the Christmas and New Year Bank Holidays.

If you're feeling unwell and it can't wait until after the bank holiday you can access any one of these services for help and advice.

<https://www.mhcc.nhs.uk/wp-content/uploads/2017/12/Chirstmas-Pharmacy-Openings-2017.pdf>

Staff Updates

As many of you will already know, **Dr Foulds** has been away on maternity leave for the last year. We are happy to report that she has recently now returned to the practice.

Also we have a quick update on **Dr George**. She came in to visit last week and is doing really well. She is looking forward to returning the practice next spring 2018.

Lastly, we were all very sad to see **Dr Brown** leave the practice last month. Dr Brown has decided to take up an exciting new opportunity working outside General Practice and we wish him all the best for the future. We are still in touch with him and therefore are able to regularly feedback all of the best wishes, cards and comments that you have kindly asked to be passed on to him.

We are happy to announce that **Dr Jordan** who was covering for Dr Jaiswal during his sabbatical last year has now joined the team on a permanent basis to replace Dr Brown.

DNA – Did Not Attend

Huge numbers of GP and Practice Nurse Appointments are wasted each month simply because the patient fails to attend. At Corkland Road Medical Practice we always experience a high demand for appointments and when a patient does not attend this is a wasted opportunity for another patient to receive the medical care that they need.

You can help by making sure that you either keep or cancel your appointment - the earlier that you cancel the better, but it's never too late to cancel.

Recent Improvements

Many of you may have noticed that we have installed a new checking in system recently.

The new **Jayex** patient arrivals self-check-in system has been brought in to deliver an improved patient experience, ensuring it is both quicker and easier for you to check in at reception. We have found that it has greatly improved our practice workflow, whilst allowing our busy reception team to have more time to handle important tasks.

The new system also allows you to clearly see when it's your turn to be seen and where to go to be treated. It will also let you know when a clinician is running late and give you an opportunity to **importantly update your contacts details with us.**

We are also pleased to announce that we have also now had **Wi-Fi connectivity** installed in the practice and patients can normally expect a reliable service within the designated waiting areas

When connecting to the NHS public WiFi you will need to take the option to **register for an account using your name and email address** to use this service. Or you can use existing details if you have already registered within the last 5 days.

Once registered, you will be presented with the confirmation screen and a PIN number to access the service upon your return. You will also receive an email with these details.

Medical Records

You already have access to your summary information (allergies and immunisation history). However, in addition, you are now able to request access to your coded medical record online. Being able to see your record online might help you to manage your medical conditions. However, there are things to consider before you apply for online access to your record. This may include forgotten history in your record that you may find upsetting, abnormal results, choosing to share your information with someone, coercion to reveal details from the patient record and misunderstood information.

If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect your quality of care.

Unfortunately it has become apparent that the Practice's computer system (EMIS) is unable to undertake the constant evaluation legally required to provide this service, at the present time, whilst ensuring that access can be given confidentially to those under the age of 18 or their proxy.

The Practice has therefore had to take the decision not to allow access to any patient under the age of 18 or their proxy until this situation is resolved by our supplier. We are very sorry if this comes as a disappointment to you however we do pride ourselves on maintaining effective access to confidential medical records for all our patients and decisions like these are only taken when we feel

it is absolutely necessary to safeguard patient information. We will review this policy as we are provided with additional information and endeavour to keep patients informed of any developments.

For those over the age of 18, you will need to fill in a request form and provide the surgery with the necessary personal identification (2 forms of ID must be produced -one of which must contain a photograph. Acceptable documents for this include passports, photo driving licences and bank statements) to gain access to your coded Medical Records even if you have already registered for Patient Access. **Please be aware that immediate access to coded information will not be possible until your notes have been reviewed by a doctor.**

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record, unless you choose to share your details with a family member of carer.

Is My Information Secure?

All information that is sent to your surgery via Patient Access is secure. Your personal records are encrypted and protected using the highest standard of internet security, so that it cannot be intercepted. Only you and your GP surgery are able to see this information.

Please note that the Patient Access site is not operated by the Practice. The Practice can re-issue login and password details but, if there are other difficulties, you may wish to contact Patient Access system provider direct.

Further information is available on request from the Practice Manager.

The image is a promotional graphic for Patient Access. On the left, the text reads "Patient access" with a key icon, followed by "Now book appointments & repeat prescriptions on your mobile and desktop". Below this are icons for Apple and Android, and the text "Available on android and IOS". A QR code is present with the text "Scan me" and a curved arrow pointing to it. On the right, a laptop and two smartphones are shown displaying the Patient Access website interface, which includes sections for "Welcome to Patient Access", "Appointments", "Repeat prescriptions", and "Book an appointment".

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>

<http://www.nhs.uk/nhsengland/aboutnhservices/pages/nhs-friends-and-family-test.aspx>

Choose Well

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

Manchester Primary Care Partnership

Our practice is a member of the Manchester Primary Care Partnership, which recently was successful in its endeavours to become a second wave pilot site to improve GP Access, across 91 Manchester based practices covering a registered patient population of 589,942, under the Prime Minister's Challenge Fund Project.

The pilot scheme increases GP, Practice Nurse and Healthcare Assistant (HCA) appointments which will be delivered from 12 Community Primary Care hubs.

This means that you **now have access to pre-bookable evening and weekend appointments** as shown below, at four different sites in Manchester.

Please see the flyers below for more information and ask our staff about the '**Community Hub Evening and Weekend Appointments**' when you ring.

Unfortunately, you are unable to book these appointments online at present. However, did you know that you can book online appointments for on the day appointments at the surgery? Simply come to reception with some photo ID to register for this service. Of course we will continue to provide Nurse and Healthcare Assistant (HCA) appointments throughout the week here at Corkland Road.

The Manchester Primary Care Partnership has developed a **Mobile App** that provides more local health information at your finger-tips and the download is free of charges. Compatible with Apple and Android, it will give patients an A-Z of ailments, health information, a local contact directory of GP Surgeries, chemists, dentists and hospitals, as well as travel directions to surgeries, and more.

Please search 'Manchester Primary Care Partnership' in the App Store or Google Play. For more information about the Manchester Primary Care Partnership visit www.manchesterpcp.co.uk

NHS

Manchester GP surgeries.

There for you at evenings and weekends.

GP and nurse appointments now available:

8am - 8pm weekdays
10am - 6pm weekends

Appointments must be booked in advance. This service may not be available at your own GP surgery but you will be offered an appointment from one of 15 locations in Manchester.

Contact your registered surgery during usual opening hours to book.



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There for you.

Your questions answered...

How do I get an evening or weekend appointment?
Contact your GP surgery during usual opening hours to pre-book an appointment.

What sort of appointment can I book?
You can see a doctor for new concerns or about existing conditions. Or ask to see a nurse for things like blood tests, blood pressure checks, dressings or contraception advice.

Where will my appointment be?
You will be given a choice from the appointments available in the locations closest to your registered GP surgery.

Will the doctor or nurse be able to see my medical records?
Yes. You will need to give them permission to view this information.

What do I do if I need an urgent appointment at the evening or weekend and my GP surgery is closed?
Call the NHS non-emergency number, 111.

If you would like this information in a different format, please email: cmccg.adminmpcp@nhs.net
For more information, visit: www.manchesterpcp.co.uk/thereforyou

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There for you.

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 be a part of this process.