



Corkland Road Medical Practice Patient Participation Group Bulletin

April 2019 Issue 25



Easter Holidays

We will be closed during the Easter Holidays from **6:30pm on Thursday April 18th 2019** and reopen on **Tuesday 23rd April 2019 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.

Staff Update

We were all very sad to see both **Dr Peter Jordan** and our Practice Nurse **Imogen Hollingworth** leave the practice last month and we wish them all the best for the future. We are still in touch with them both and therefore, able to regularly feedback all of the best wishes, cards and comments that you have kindly asked to be passed on.

We are happy to announce that **Dr Natalie Chandler** has now joined us on a permanent basis to replace Dr Jordan. We also have a new Practice Nurse **Rita Thomas**, who was welcomed into the practice team last month. Rita is a very experienced Practice Nurse who has been enjoying her first

few weeks with us already. Practice Nurses provide the first line management of previously diagnosed chronic diseases such as diabetes, asthma and hypertension.

Registrations

We only register patients who live inside our area. If you move outside our area you should register with a GP local to your home. This is important as you may need Out of Hours services or referral to a hospital. Living outside our area makes care difficult for the services who support our Practice e.g. District Nurses.

Carers

When people need help with their day to day living they often turn to their family and friends. Looking after each other is something that we do.

A carer is someone who provides unpaid care and support to a family member or friend who has a disability, mental or physical illness, substance misuse issue, or who needs extra help as they grow older.

*Carers come from every walk of life, all cultures and can be any age
Caring is usually not something they choose, it happens to them
Caring may creep up slowly or may happen overnight
Many don't recognise themselves as carers!*

Being a carer can affect your health and well-being. When you're caring for someone, it is really important to ensure that you look after yourself too. Caring can be very rewarding, but without the right support it can have a negative impact on your health, career, finances and relationships.

It is important that we support and value your role as a carer. We can involve the carer in discussions/decisions about the treatment of the patient and provide information about medical conditions, medication and where to find further help and guidance

Our practice **"Carer's Champion" is Samarah Rafiq** and most of our team have taken part in Carer's Awareness training in recent months. Our staff try to identify people who are carers and may need more support so we can signpost them to support services.

You can "self-identify" and register with us as a carer at any time with any member of staff/ or via our online system: <https://www.mysurgerywebsite.co.uk/secure/carers.aspx?p=P84652>

Please ask at reception or visit the carers section on our website for more information on help that may be available to you: <http://www.corklandroadmedicalpractice.co.uk/info.aspx?p=3>

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.

Accessible Information Standard

Corkland Road Medical Practice is committed to providing the best care for our patients and this includes making information accessible under the Accessible Information Standard. As organisations that provide NHS services, GP practices are required by law to follow the Standard under Section 250 of the Health and Social Care Act. This is explained and [NHS England Accessible Information Standard](#).

This applies to patients and their carers who have information and / or communication needs relating to a disability, impairment or sensory loss. It also applies to parents and carers of patients who have such information and / or communication needs, where appropriate.

Individuals most likely to be affected by the Standard include people who are blind or deaf, who have some hearing and / or visual loss, and people with a learning disability. However, this list is not exhaustive.

The Accessible Information Standard aims to make sure that disabled people have access to information that they can understand and any communication support they might need. The standard tells organisations how to ensure that people get information in different formats if they need it, such as:

- Large Print
- Braille
- Easy Read
- Via Email
- British Sign Language (BSL) interpreter,
- Deafblind manual interpreter or an Advocate.

All Patients/Carers registered at Corkland Road Medical Practice: Do you have any specific Information or Communication needs?

If the answer is yes, then please ask Reception for a Communication / Information needs form. Please complete the form and return to the practice and upon receipt this information will be added to your medical records to assist us in supporting your needs.

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 or 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.

The advertisement features a dark orange background. On the left, the 'Patient access' logo is displayed with a key icon. Below it, the text reads 'Now book appointments & repeat prescriptions on your mobile and desktop'. Underneath this text are icons for the Apple App Store and the Google Play Store, followed by the text 'Available on android and IOS'. A QR code is positioned in the center, with the text 'Scan me' and a white arrow pointing to it. On the right side, a laptop and two smartphones are shown, all displaying the Patient Access web application interface. The laptop screen shows a 'Welcome to Patient Access' page with a 'Register' button. The smartphones show a 'Welcome to Patient Access' page with a list of appointments and a 'Repeat Prescriptions' button.

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

Our Healthier Manchester

In the two years since the [Manchester Locality Plan](#) started and listening to patient and public feedback, we've been changing things to help it work:

- We've changed how we plan, prioritise and buy health services.
- Our hospitals have merged into one new organisation that's improving services.
- There's now more care closer to people's homes.
- Our mental health services have gained strength by joining together into a single organisation.

The changes to our structures are only part of what's needed; the key to a healthier Manchester and to reducing health inequalities is people – like you. We must all change the way we think and act about our own health, the health of those we love and care for, the health of our wider neighbourhood, and of the communities that make up our city. Please take the time to give us your [feedback](#). This will help us better understand how much you know about health and care services in Manchester and what actions we need to take in partnership with you, communities, neighbourhoods and the health and care system. You can read the full update on the [Our Healthier Manchester](#) website.

How are we doing?

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.

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.

There for you.

THE MANCHESTER PRIMARY CARE PARTNERSHIP | Increasing access to GP services across Manchester. www.manchesterpcp.co.uk/thereforyou



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

There for you.

THE MANCHESTER PRIMARY CARE PARTNERSHIP | Increasing access to GP services across Manchester. www.manchesterpcp.co.uk/thereforyou