

# Corkland Road Medical Practice

## Patient Participation Group Bulletin

April 2017 Issue 21



### Easter Holidays

We will be closed during the Easter Holidays from **6:30pm on Thursday April 13<sup>th</sup> 2017** and reopen on **Tuesday 18<sup>th</sup> April 2017 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 Changes

As many of you will already know **Dr George** is now away on maternity leave. **This will be for a period of one year starting from April 2017 and she will be returning the practice next spring.**

We are also delighted to announce that **Dr Iysha Nadim** will begin covering for Dr George's maternity leave during this period and will start with after the Easter break.

We are also delighted to announce that our new **Practice Nurse Laura Patton** has also recently been welcomed into the practice team this month. Laura is very experienced Practice Nurse Prescriber and 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.

### 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.

## \* Introducing some of our team members to you \*

### Receptionist

**Hi I'm Safeena.** I have been working as a Receptionist here for just under three and half years in the Patient Services Team.

I welcome patients to the practice and try to make them feel comfortable, whilst providing any relevant information explaining our practice procedures and keeping them informed. I am also always busy handling telephone calls, emails, letter and faxes and dealing with any face to face queries.

In addition to this, I will also be undertaking a range of other administrative duties, such as booking appointments, processing repeat prescriptions and helping to ensure the smooth running of the practice.

I was proud to be selected as the **non-clinical cancer champion** in 2015 working alongside Dr Foulds to continue improve our services for our patients. Through attending training sessions raising Cancer Awareness I have learnt a lot about supporting our patients undergoing cancer treatment and we hope to make it easy for them to access our services here at the practice.

As a [receptionist](#), you're the first point of contact in a company, so it's a role not to take lightly. However, it's not all serious business. **I love my job and we have a wonderful team** working for the practice!

### 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.

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", and "Repeat Prescriptions".

### 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](http://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](http://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.**



THE MANCHESTER REGIONAL GP NETWORK | Increasing access to GP services across Manchester. [www.manchesterpcp.co.uk/thereforyou](http://www.manchesterpcp.co.uk/thereforyou)

*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](mailto:cmccg.adminmpcp@nhs.net)  
For more information, visit: [www.manchesterpcp.co.uk/thereforyou](http://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.