

Daybrook Medical Practice
NEWSLETTER

www.daybrookmedicalpractice.co.uk

Welcome to the latest edition of our newsletter.

Changes at Daybrook

We have welcomed back Dr Jenny Lee who has returned to work following her maternity leave.

Our new full-time practice nurse – Jo Reddish - joined us just before Christmas. Jo has replaced Debbie Weeks-Burton.

Travel Vaccinations

The summer months are approaching, and many of you will be jetting off to foreign climes.

Our nurses are happy to see you to arrange appropriate vaccinations, but you do need to book in well before you travel. They recommend that to ensure maximum efficacy, you need to have any required vaccines at least 4 weeks before your travel, but you need to speak to us before that time as we are not always able to acquire some of the vaccines. Some vaccines require that you have a course that may take several weeks.

Shingles Vaccines

There are more changes to the eligibility rules for shingles vaccine this year.

The rules are quite complex, so if you would like to have this vaccine, it is probably better to check whether you qualify before arranging an appointment.

Minor illness Clinic

Anne Morgan – our nurse practitioner – continues to run minor illness clinics.

As a reminder, Anne is able to deal with coughs, chest infections, earaches, rashes, urinary tract infections etc. and can prescribe.

Accessible Information

We are anxious that all our patients are able to easily access any practice information they require. If you have a disability of any kind that prevents you from accessing information via the usual channels, please let us know as soon as possible.

We can adapt the formats of various practice and patient documents to enable you to obtain the information you need. We are aware also that many patients who have sensory disabilities have equipment adapted to meet their needs. We can update your records so that staff are aware.

Please contact us as soon as you can.

Patient Group

Our valued patient group could really do with a few new members due to recent retirements. If you are interested, please speak to Helen Sinclair, assistant practice manager. Your contact would be very welcome.

Dental Problems

It may come as a surprise to many patients, but GPs are **not** trained to deal with dental problems.

Most NHS dentists are now taking new patients, so if you are not registered, it might be an idea to make an appointment for a check-up before it becomes a painful emergency. NHS Choices has the contact details for all local NHS dentists. Go to www.nhs.uk and click on Dentists in the Local Services section.

Issuing of death certificates

Under new guidelines from the Coroner's office, it may now be necessary to refer even an expected death to them before a GP can issue a death certificate.

This is usually the case when the deceased has undergone surgery in the 12 months previous to their death.

Many families are unaware of this, and it can cause delays in procedures that can cause further distress as this sad time.

Requests for extra supplies of over the counter medication to take into school/nursery/childminder

There has recently been some updated guidance for GPs from the BMA regarding the above. Non-prescription /over the counter (OTC) medication does not need a GP signature/authorisation in order for the school/nursery/childminder to give it.

It is appropriate for OTC medicines to be given by parents, as they consider necessary, in the home or nursery environment. It is a misuse of GP time to take up an appointment just to acquire a prescription for a medicine wholly to satisfy the needs of a nursery/school.

Electronic Prescribing

This has now been running for over 2 years now and is much appreciated by the patients who have signed up for it. They find it efficient and convenient.

Please ask at reception or speak to your pharmacist to find out of the benefits of this system. It really can save you time.

Data Sharing

There is now a facility in place for healthcare professionals involved in your care to access your medical record. This will mainly be community staff such as district nurses or podiatrists, out of hours care providers and A&E staff. However, no one can access the information unless you consent to this. Access will enable staff at these facilities to see more of your record than the Summary Care Record currently shows, and will enable them to treat you more efficiently as the information they will see will be more up-to-date.

Again, you will always be asked when attending one of these services whether you are happy for the clinician to access your record. They will always respect your wishes. Their aim is to provide the best possible care and having accurate up-to-date information will enable this.

In order to benefit from this, you will need to consent here at the practice. Please let us know as soon as possible if you would like us to amend your records to facilitate this.

Online access to your medical records

We have now set up a facility to enable you to look at your Summary Care Record and some of the coded information from your record online.

You will need to be registered to use Systmonline and will also need to let us know that you wish to access this facility as we will need you to complete some paperwork.

Please be aware that young people reaching the age of 13 will now have to re-register and obtain their own password. Their current password will automatically expire when they reach 13 years.

If a parent wishes to retain access to their child's records after this age, they will need to discuss this with one of the GPs along with their child.

You will need to provide photo ID and verification of your address to access this facility.

Out of hours care

If you need help or advice when we are closed, please ring the usual surgery number. Your call will be diverted to 111, or just dial 111 as the call is free. Your call will then be forwarded to the most appropriate service or they will offer advice.

You can also visit the Nottingham Urgent Care Centre on London Road that is open from 7am to 9pm 7 days a week and on bank holidays. This is a nurse-led service that can offer advice, information and some treatments.

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A pharmacist can also provide on-the-spot advice for minor ailments. Many are now open until midnight every day.

Log in screen

Many of you may not have noticed that we have a touch screen on the front of reception that enables you to check in without having to speak to the reception team.

It is very simple to use and any member of staff will be happy to show you if you need help.

Although the screen may be black, you just need to touch it to bring it to life. It can save you queuing at busy times.

Not attending appointments.

Thanks to all those patients who contact us when they are unable to attend their appointments. However, there many more who do not contact us. During March alone, 190 appointments were lost due to patients not attending and not letting us know.

If you are registered for Systmonline, you can cancel your appointment there as well as book it.

Otherwise, please do try to let us know if you are unable to make your appointment. Another patient will be glad that you did.

Contact Details

If we do not have an up-to-date telephone number for you, we find it very difficult to contact you.

It is absolutely imperative that you let us know if you change your contact numbers or your address.

Without up-to-date information, we will be unable to contact you. Emergencies do arise and one day it may be you

NHS Heart Checks

Anyone aged between 40 and 74 who is not suffering from a long-term condition such as diabetes, kidney disease, or heart disease is entitled to a NHS Heart Check.

Your weight and blood pressure will be checked and blood tests taken to assess your current state of health.

If you would like to have a check, please make an appointment with one of the healthcare assistants.

Your comments and suggestions

...are always welcome. Please leave a note in the Suggestions Box in the waiting room or speak to one of the team.