

Daybrook Medical Practice
NEWSLETTER

www.daybrookmedicalpractice.co.uk

Welcome to the latest edition of our newsletter.

Changes at Daybrook

We were delighted to welcome back Dr Erhayiem recently after her maternity leave. She will now be working on Wednesdays, Thursdays and Fridays.

However, as a result, Dr Frimpong sadly has now left us as he was working to cover maternity leave. He will be doing odd locum sessions for us in the future, we hope.

Sophie – healthcare assistant- has also left the practice. We are in the process of recruiting her replacement.

Dr Singh has sadly decided to retire at the beginning of April. I am sure you will join us in wishing him a long and happy retirement. He will be sorely missed.

CQC Inspection

On Wednesday 18 November, our CQC inspection took place. Thank you to all those patients who completed response cards or spoke to the inspection team on the day and to the members of the Patient Group who were a great support to us.

We have had the draft report back and we were delighted that the practice has been rated as 'Good' in all categories. However, we have raised some queries with the team, so the report has not yet been published. As soon as it is available, we will publish it on the practice website and will have a copy on display in the waiting room.

Minor illness Clinic

Anne Morgan – our nurse practitioner – now runs Minor Illness clinics most mornings and afternoons. She is a prescriber so is able to deal with coughs, chest infections, earaches, rashes, urinary tract infections etc.

Travel Vaccinations

We have changed the process for arranging nurse appointments for travel vaccinations. If you need this service, we will give you a form to complete. We ask for the details of where you are planning to visit. When this is returned, the practice nurse will check it and then invite you in for an appointment if required.

Named GP

Practices are now tasked with allocating a named GP to every patient and not just those over 75 years of age.

If you would like to know who your named GP is, just ask at reception.

It may not always be possible for you to see your named GP, as they do not all work every day or they may be on holiday.

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.

However, we have been slightly disappointed by the numbers of patients who are actually using this service and we are not sure why patients have been reluctant to use it.

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.

Friends and Family Test

This has now been active for over 12 months and thanks to all those patients who have taken the trouble to complete a slip for us. Your comments have been very positive.

Please bear with us if you are asked on more than one occasion for your feedback.

Patient Group

New members are always welcome. Please ask at reception if you are interested in joining. Next Coffee Morning is in March. Look out for details.

Online access to your medical records

We have now set up a facility to enable you to look at your Summary Care Record online.

You will need to be registered to use Systonline and will also need to let us know that you wish to access this facility.

In the near future, it is hoped that you will be able to access a more detailed version of your medical records if you so wish.

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

Also, 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.

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.

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.

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.