

ST LUKE'S SURGERY NEWSLETTER

WINTER 2015

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Partners

Dr A Cross

Dr J Barnardo

Dr M Morrison

Dr S Xavier

Dr E Charlwood

Dr S Vickers

WELCOME - STAFF UPDATE

Antony Gunn, Practice Manager

It's been a very interesting and busy time for me since joining St Luke's in August but also a very enjoyable one.

Prior to coming to St Luke's I spent the previous four years managing Veterinary Surgeries in West Sussex. There are some similarities to a GPs Surgery but the biggest new benefit is the patients I meet here are less likely to bite, I hope!

Having a non NHS background means that I do have a lot to learn but also, I hope, gives me a slightly different

perspective about what we offer - I am keen to receive constructive feedback from you, our patients, to ensure we deliver the services you need.

In my spare time I enjoy walking with my wife and our four dogs exploring the amazing Surrey countryside. I am also a keen swimmer usually being found at the pool early every morning.

I am looking forward to working with the team at St Luke's and helping the Practice to continue offering excellent care and assistance to its patients.

Patricia Lemos, Assistant Practice Manager

I have over ten year's experience working in primary care administration, I find it very interesting and an area that offers a new challenge every day.

I joined St Luke's surgery last May and I am very happy to be part of a brilliant team.

In my spare time I enjoy dancing, reading and spending time with my family and friends



FROM THE PHARMACY TEAM

**WE ARE
MACMILLAN.
CANCER SUPPORT**



Our regular pharmacists, Marta and Helen, are now members of the Boots Macmillan Information partnership - a network of people supporting those affected by

cancer and their families. They are

able to help by directing people to support services and provide more specialist information. If you have any questions about the disease, please pop in for a chat and pick up a

free information booklet.

We would like to thank everyone for their donations during Friday's cake sale. We raised £55 which we have passed on to Children in Need.



Continuing the tradition of 100 years of medical care on the St Luke's site

Tel: 01483 510030

www.stlukes.gpsurgery.net

Warren Road, Guildford, Surrey GU1 3JH

ONLINE ACCESS AND TEXT MESSAGING SERVICE

On line access

By registering for on-line access you will be able to see and request repeat prescriptions, book or cancel appointments and download your past medications, allergies and immunisations. It is expected by March 2016 you may also be able to view your medical record. The system can be accessed from your smart phone or other mobile device with links to the applications being added to



our surgery website, <https://stlukes.gpsurgery.net/>, in the new year.

To register for on-line access please speak to reception or download the link from our website.

You will be given an access code and password, which will enable you to access your records through our website.

Text messaging

In September 2015 we introduced a new text messaging service. You

will now receive a text reminder 24 hours before your appointment. It will also provide us with a way of reminding you about annual medical reviews and other health campaigns e.g. flu vaccination reminders.

This service will happen automatically if we have your mobile number. Please take the time to ensure we have your correct numbers, but also to inform reception if you do not want to receive these messages.

PATIENT PARTICIPATION GROUP

Patient Participation Group

The St. Luke's Patient Participation Group (PPG) is concerned with the provision of health services to patients of St Luke's Surgery.

Major statutory changes that came into effect in April 2013 mean the **Guildford and Waverley Clinical Commissioning Group (CCG)** is now responsible for some fifty per cent of the overall healthcare budget including district general hospitals. The Board comprises doctors, specialists, nurses, managers and lay representatives who are working to provide **quality healthcare for all**.



The PPG aims to

- help patients of St Luke' Surgery make best use of existing health services;
- help service providers (surgery, CCG, local hospitals) maintain and where possible improve those services.

The main ways in which the PPG may be able to help are raising patients' awareness of existing services and providing feedback to providers

- by making better use of the existing means of two-way communication (newsletters, questionnaires, meetings);
- by suggesting and, where appropriate, implementing additional means of communication.

We need your input in two ways.

1. If you have views, good or bad, concerning your healthcare please let us know through the Practice Manager who will then ensure that your comments

are on the agenda for the next meeting of the PPG.

2. Currently the group consists of a very few interested lay people working entirely voluntarily. The group's viability and effectiveness can only be maintained by increasing the membership and that is where you can help by volunteering to join the group, which meets once every two months for no more than two hours.

Some of the volunteers currently on the group have been serving the community for around eight years and some are overdue for retirement. If new members cannot be found then there is a distinct possibility that the group will have to close down, thus losing a valuable conduit between patients, doctors and the CCG.

You may think that the PPG is irrelevant to you. It may seem so at the moment but the time may come when it could prove extremely helpful. In the meantime why not help to ensure its continuation by getting in touch with Antony Gunn, the Practice Manager, with a view to joining the group.



TRAINING NEW DOCTORS

St Luke's Surgery has been involved in teaching and training Doctors and Medical Students for over 30 years.

We occasionally have a Medical Student from Southampton Medical School attached to the practice for a few weeks, under the supervision of Dr Mary Morrison (Undergraduate Tutor).

We also take recently qualified Doctors for 4 month placements in General Practice, prior to them embarking on higher specialist training. These Doctors are fully qualified but again work under close supervision from Foundation Supervisors (Dr Barnardo and Dr Vickers).

We have a regular intake of General Practice Trainees who are on their 3 year specialist training towards being a General Practitioner after their basic training. We are currently delighted to have Dr Inthuja Nalliah attached

to St Luke's Surgery, for her final year of General Practice training and she is with us until August 2016.

We have also recently had Dr Anne Wikner attached to our Practice on a part time basis for the last 4 months. She is at the beginning of her 3 year General Practice training and it is anticipated that she will return to complete her final year of General Practice training in 2017.

As Dr Wikner leaves, Dr Puja Kalia arrives. Dr Kalia is in her second of 3 years of general practice training and will be spending a 4 month period attached to the Surgery, under the supervisor of her Trainer Dr Xavier. After this 4 months she goes to complete the Hospital components of her training. She will then be returning to St Luke's Surgery in August 2017 to complete her final year of General Practice specialist training.

NHS SUMMARY CARE RECORD & PHARMACIES



Your emergency care summary

Over the next 2 years the NHS plans to enable pharmacies to access your "summary care record (SCR)", with your express permission. Opting out of SCR will opt you out of this facility.

The "summary care record" currently contains a list of your medication and allergies and your name, address, date of birth and unique NHS number to help identify you correctly.

If you choose to opt out of having a Summary Care Record and do not want a SCR, you need to let us know by filling in and returning an opt-out form available from the website below or from reception.

If you are unsure if you have already opted out, you should contact us. You can change your mind at any time by either filling in an opt-out form or asking us in writing to create a Summary Care Record for you.

In the future we may have the facility to include further medical information in your SCR if you and your doctor agree, this isn't happening here yet.

For further information look at: <http://systems.hscic.gov.uk/scr/patients/what>

ACCESS TO YOUR GP RECORD AT RSCH A&E.

Patients are often surprised to learn that we do not automatically share your medical record with the Royal Surrey County Hospital (RSCH). However in conjunction with other practices in the area and the Guildford and Waverley CCG we have put in place urgent access to your GP record at the RSCH.

In an urgent medical situation when it would be beneficial for the doctors at A&E to be able to look at your medical record for relevant information, the A&E doctors may **ask your permission** to open a computer link to your GP record. It is entirely up to you if you want them to do this.

In extreme emergencies and if you are unable to consent (e.g. unconscious) they may access your record and tell you later that they have done this. This is a view only system- they are not able to store or print any of the record.

NEW NHS SERVICE ELECTRONIC PRESCRIPTIONS

From as early as March 2016 the surgery hopes to be using a new NHS service called the electronic prescription service (EPS). This will enable the doctors to prepare, sign electronically (using a smart card and PIN number) and send prescriptions to a pharmacy of your choice without having to print it out on the usual green prescription paper.

The prescription can only be sent in this way if you have given the pharmacy of your choice permission. Prescriptions will be sent in a highly secure and confidential way. Your prescription will be seen by the same people in GP practices, pharmacies, NHS prescription payment and fraud agencies as before.

To use this service you need to "nominate" a pharmacy for your GP to send all your prescriptions to, by **going into the pharmacy** and saying you would like to make your **EPS nomination**. You can do this **now** in preparation for the switch on.

You can change or cancel your nomination at any time by talking to your pharmacy. You can also get a paper prescription by talking to your GP during an appointment at any time.

If you do not nominate a pharmacy you can still collect your prescriptions in the usual way.

The surgery is looking forward to EPS as we hope it will save patients and staff a huge amount of time. It will reduce the amount of paper prescriptions that have to be printed, put out for the doctor to sign, then sorted into their destinations. We also spend time creating and following an audit trail to find the odd ones that go to the wrong pharmacy in error. With EPS the prescription will be with the pharmacy straight away and they can start preparing it sooner. Patients will not need to come to the surgery to collect a prescription. You will have more choice about where to get your medicines from because

they can be collected from a pharmacy near to where you live, work or shop. If the electronic prescription needs to be cancelled and a new one issued this can be done remotely from the surgery, saving you a return trip.

If you haven't already signed up for online appointment booking and prescription requests please speak to reception, this service has been available for some time. Once EPS is up and running you may have a seamless electronic system from computer to chemist for prescriptions! The online service also gives you access to your vaccination record and we have plans to give you access to your blood results and other parts of your medical record in due course.

For more information look at www.hscic.gov.uk/epspatients

MORE INFORMATION

For more information about keeping your healthcare records safe and secure, see the following helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

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