

Selsey Medical Practice Newsletter

The latest news and information
from your local surgery

Spring 2018

Friends of Selsey Medical Centre

With the help of our patients, the Friends provide equipment and facilities that make life so much easier for our patients. This equipment often saves the trek to St. Richards Hospital for tests and minor procedures.

Equipment purchased for the centre includes; the diabetic retinopathy camera, ECG machines, 12hr blood pressure monitors and spirometers. If you are reading this and are not already a member of the Friends, please consider joining.

Please see our website for details of how to join or pick up a leaflet from the surgery.



MJog – New text messaging service



This month sees the launch of MJog - a new text messaging service. The service will enhance the text message reminder system we already have, allowing our patients to reply to texts to give us information.

One of the biggest advantages for our patients will be the ability to cancel appointments by replying to their appointment reminder text message. We will also use text messages to ask for Friends and Family responses and for calling in our patients for their annual health checks. We will be encouraging as many of our patients to sign up to our text message service as possible. Text messages will be charged at the standard network rate. If you have a mobile phone and are happy to receive text messages from us please make sure we have your number.

Patient Participation Group

We are very fortunate to have a supportive patient group.

We work with the members of our patient group to discuss

suggestions and ideas about the services provided by the practice and for the healthcare of patients. Last year the PPG helped us develop, promote and analyse the results of our patient survey. We also consult with our group when we have had new systems put in place in the practice. The group meets quarterly and we are very grateful for their continued support, which they provide voluntarily, and for acting as our “critical friend” when we need them.

You can join the group via the website or by picking up a leaflet from the surgery.



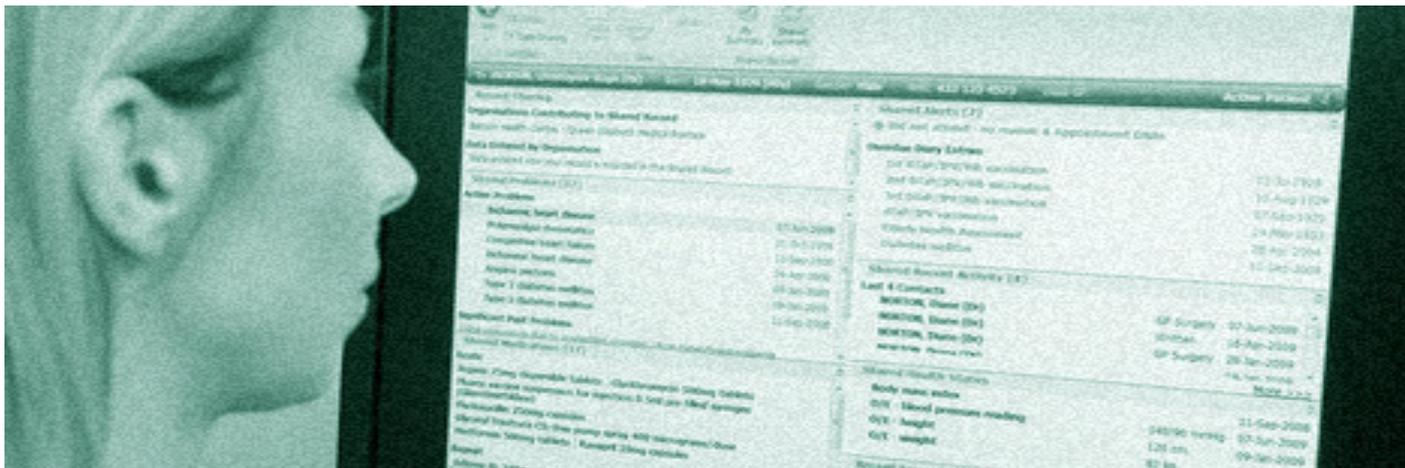
Changes to Telephones

To help us manage our workload, from 1st April 2018 we will only be taking non-routine calls after 6pm.

After 6pm you will be redirected to another number. The surgery will still be open until 6.30pm, but only for emergencies and for prebooked appointments.

The practice number is
01243 608201

Enhanced Summary Care Record



The **Summary Care Record (SCR)** is an electronic record of important patient information, created from GP medical records. It can be seen and used by authorised staff in other areas of the health and care system involved in your direct care.

Your SCR is a short summary of your GP medical records (medication, allergy and adverse reaction information). This means you can receive better care if you need health care away from your usual doctor's surgery: for example, when in an emergency situation, when you're on holiday, when your surgery is closed, at out-patient clinics & when you visit a pharmacy.

You can also choose to have additional helpful information added to your SCR – creating an “**Enhanced Summary Care Record**”. It can include the following:

- **Your long term health conditions** such as asthma, diabetes, heart problems or rare medical conditions.
- **Your relevant medical history** – clinical procedures that you have had, why you need a particular medicine, the care you are currently receiving and clinical advice to support your future care.
- **Your healthcare needs and personal preferences** – you may have particular communication needs, a long term condition that needs to be managed in a particular way, or you may have made legal decisions or have preferences about your care that you would like to be known.
- **Immunisations** – details of previous vaccinations, such as tetanus and routine childhood jabs.

Please note: specific sensitive information such as any fertility treatments, sexually transmitted infections, pregnancy terminations or gender reassignment **will not be included**, unless you specifically ask for any of these items to be included.

How will additional information help me?

Essential details about your healthcare can be very difficult to remember, particularly when you are unwell. Having additional information in your SCR means that when you need healthcare, you will be helped to recall this vital information. This can further increase the quality of your care and empower you if you need some help to communicate your complex care needs.

Please speak to reception if you would like to consent / activate your Enhanced Summary Care Record.

Extended Access - Minor Illness and Minor Injury (MIAMI) Clinics

In February we worked with the seven other practices in Chichester (Chichester Association of Medical Practice (ChAMP)) and our local federation (Innovations in Primary Care (IPC)) to provide some additional access to appointments. These clinics are being held at one practice in the locality from 4 – 8pm on Mondays and Wednesdays. Patients may be offered an appointment at one of these clinics which are currently at Selsey every other Monday and at Cathedral Medical Practice in Chichester every Wednesday.

In October 2018 these clinics will be held Monday – Friday and at weekends at one practice locally as part of the Government's initiative for 8 till 8, 7 day access. The details for this have yet to be finalised, look out for more in our next newsletter.

Non-Emergency Patient Transport Service (NEPTS)

NEPTS is a service available for non-emergency hospital appointments. It is available for those who are eligible and who meet the criteria they set i.e. you have a medical condition such that you require the skills of ambulance staff or appropriately skilled personnel for the journey. This service is not available simply as an alternative to public transport.



For any questions please call NEPTS on 0300 123 9841 between 07.00 - 20.00 Monday to Saturday and 08.00 – 17.00 Sundays and Bank Holidays.

Before calling NEPTS you must ensure you have the following information to hand to enable them to process your request: Name, NHS number, GP practice, mobility and care requirements, relevant health issues, care package details, home access information including key codes if applicable, date and time of travel required (from and to destinations).

Mental Health PACE Setter Award for Selsey Medical Practice



Working for this award has given us the opportunity to think of ways to make our practice better at welcoming and helping people who are suffering from mental health or emotional problems. We all know how common these problems are and how difficult it can seem to get access to the help needed to get you back to a healthier frame of mind and embrace life again.

Some of the things we have done

- Installed two new “Mental Health Matters” noticeboards in the waiting rooms.
- Created new Mental Health pages on our practice website.

Visit the website (www.selseymedicalpractice.co.uk) to find lots of self help material, links you can use to self-refer to psychological therapy and support services and explanations about the services available that require a GP referral.

We hope you will also enjoy the short slideshow of beautiful photos from Selsey and West Sussex that will appear on the waiting room TV screen to relax and inform you.

The reception and clinical staff will also be receiving mental health skills and communication training over the coming months.

If you have any other suggestions for improvement please drop me a line at the practice.

Dr Alison Parrish

Social Prescribing

From May this year our patients will have access to an additional service. Chichester Association of Medical Practices are jointly funding and working with West Sussex County Council to provide our patients with a service to help them manage their non-medical needs.

This service will assist patients with anything from help with finances, housing or accessing additional help at home.

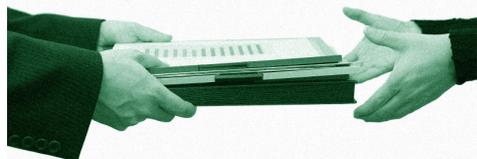
The practice already works closely with local community groups and we hope that this new service will enhance what is already provided locally and help our patients to access the help they need.

Referrals to Secondary Care and other Health Care Providers

We want as many of our patients as possible to have a choice as to where they are seen when they are referred. For some services waiting times are shorter at other hospitals (for example Queen Alexander Hospital in Portsmouth) and if patients are able to travel further they may prefer to do so to get an earlier appointment.

In order to be able to offer this choice many of our referrals now go through a "Patient Choice Navigator". Patients will be given information about this by their GP at the time of their referral.

Sharing of Information



We take the protection of our patients' information very seriously. It is a common misconception that full patient records are automatically shared across all NHS organisations, however, with a patient's consent we are able to share their record. This is only done when it will be beneficial for the care of a patient.

Currently most of our patients do share their **Summary Care Record** – this gives very basic details of your current medication and any allergies you may have and could help with your treatment should you require hospital admission (knowing that you have an allergy to penicillin, for example, could save your life).

There is also an **Enhanced Summary Care Record** (see our article on page 2) which contains more information including medical conditions and patients are asked for specific consent to share this.

Whenever a healthcare professional outside of your GP practice wants to access information about you they should seek your consent. If for any reason you are unable to give consent then a "best interest" decision may be taken on clinical grounds.

More information about patient information can be found on our website by clicking on the "Your Data" link on the bottom of the page.

Dementia Awareness

In November all staff took part in Dementia Awareness training which was kindly facilitated by Rebecca from the library. The session was very informative and gave real insight into the condition for all of us, especially those of us who are not clinically trained.

This is the first step for us in becoming a Dementia Friendly practice.

Staffing Update

Since the last Newsletter we have welcomed two new members of staff to our team: Kim Shevill has joined our nursing team as an HCA, during her career Kim has worked as a paramedic and brings varied experience to the team. Debbie O'Connor has joined our administration team; she has previously worked with a Clinical Commissioning Group and also brings great experience to our team

In March we sadly say goodbye to Dr Daryl Subramanian. Daryl will be missed and we are currently undertaking a recruitment process.

Practice Website

Our website contains a wide variety of information about the surgery and also a number of links for other services and for self help. You can visit our website at:

www.selseymedicalpractice.co.uk