



Surgery 01775 715 999
Test Results 01775 715 995
Dispensary 01775 715 996

SPRING 2016 NEWSLETTER

Welcome to the Spring edition of the Munro Medical Centre Newsletter produced jointly by the Practice and the Patient Reference Group. Don't forget, previous newsletters can be downloaded from the Practice website under the 'News' tab.

Help Us To Help You

There are three ways in which your medical record can be shared—two relate directly to your own care, whether planned or emergency and the third to help plan and monitor patient services. You have the choice as to what data is shared and we ask that you carefully consider the choices available to you and let the surgery know as soon as possible.

Newsletter space does not allow full examples to be given but you can obtain these and the consent/non consent form from the Practice or from the Practice website <http://www.munromedicalcentre.co.uk/records.php>

Choice 1 — NHS Summary Care Record (SCR)

This record contains information about the medicines you take, allergies you suffer from and any bad reactions you have had to any medicines. No other medical information is on this record.

This information is critical if, for example, you have a medical emergency and you are unable to communicate with the hospital doctor. If no one is with you who knows your medical history then, if you have NOT chosen to share this record, treatment could be delayed while information is requested from your GP.

Choice 2 – Enhanced Data Sharing Module (EDSM)

This type of record enables your health record to be shared with other health providers involved in your care.

This record contains your medical history, medication details and any allergies you may have. You can choose whether to share this with other health provider teams, e.g. District Nurses.

You have two choices which allow you to control how your record is shared:-

Sharing OUT

This allows your information recorded at the Practice to be shared with other health providers.

Sharing IN

This allows the Practice to view information in your record that has been entered by other services that are providing care for you.

Choice 3 – Care.data

Care.data is the data extraction you may have seen on the TV or read about in the papers recently. There are changes occurring in how we protect the confidential and personal information that we record in your medical records. The changes make it a legal obligation for us to share your information. The proposed benefits of sharing identifiable data are to help to plan and monitor effective patient services, especially where patients receive care from several different organisations.

Your date of birth, full postcode, NHS Number and gender rather than your name will be used to link your records in a secure system, managed by the Health and Social Care Information Centre (HSCIC). Once this information has been linked, a new record will be created. This new record will not contain information that identifies you. The type of information shared, and how it is shared, is controlled by law and strict confidentiality rules. The HSCIC is planning to share this information with other organisations both NHS and private and will decide what information they will share and who they share this information with.

If you are happy for NHS England to direct the HSCIC to extract, store and manage/use your information then you need do nothing as the information will be automatically taken from your GP's computer system.

If you do not wish your information to be extracted then you must inform the Practice who will then block the uploading of your information to the HSCIC.

If you are happy for your information to be extracted and used by the HSCIC for anonymised reports but NOT shared by the HSCIC with other agencies, a note can be made on your medical record that will prevent the HSCIC using information in this way.



Missed Appointments

Our objective is to provide the best service we can for our patients but we need patients' co-operation to do this. Wasting appointments impedes our ability to see all the patients who need consultations. If you need to cancel an appointment we would be grateful if you could notify reception in good time to allow your appointment to be given to another patient.

In the period Feb to Apr 2016 -
906 appointments were missed,
Costing over 209 hours of medical staff time.

With an ever increasing demand for healthcare it is critical that this service is used fairly. If you register your mobile number then you will get a text reminder the day before your appointment.

Next time you hear someone complain that they can't get a quick appointment, let them know about these shocking statistics.

Remember, it might be YOU that needs an urgent appointment.

Friends & Family

Patients visiting the surgery are asked to complete a short questionnaire asking if they would recommend the Munro Surgery to their friends and family. The last quarter's result of Likely and Very Likely to Recommend responses are:

Month	Result	No. of Questionnaires
February	90%	339
March	90%	330
April	90%	205

Out of Hours Service

If you need medical advice at night, during the weekend or on a Bank Holiday please call 111. Trained staff will direct your call to the appropriate service. For more information on this service visit the NHS111 website — www.nhs.uk/111

Please note this service is provided countywide by NHS Lincolnshire.

If you think you or someone else may be having a heart attack, stroke or breathing difficulties where life is in danger,

telephone 999 immediately.

Practice Website

WWW.MUNROMEDICALCENTRE.CO.UK

In addition to all the information you'll need about the Practice and its services including the new 'self help' section, you can register to be able to book appointments with your usual GP and request repeat prescriptions.

To register just bring one of the following into the surgery:

1 x Photo ID, e.g. passport or driving licence

Or

1 x Document with your full name and postal address, e.g. utility bill

Future newsletters and contacting the Patient Reference Group (PRG)

Anything else you would like to see in this newsletter or
you wish to raise with the PRG?

Send your ideas to:

prg_comments@munromedicalcentre.co.uk

or write to the PRG at the Practice address

Please note that the PRG is unable to respond to complaints. Please contact the reception desk and ask for a copy of the complaints procedure or ask to speak to the Practice Manager. The PRG cannot deal with patient specific issues and do not have access to medical records.