

Cadbury Heath Healthcare Spring Newsletter 2018/19

Urgent (Emergency) Appointments

We consider medical emergencies as just that and we will always offer our next available 'urgent appointment' timeslot.

The nature of GP schedules means that on any given day we could face a quiet clinic or a sudden and unpredictable rush of patients requiring urgent attention.

We would therefore ask that patients who request an urgent GP appointment in the case of a medically urgent concern to be prepared to attend the surgery within one hour of calling the surgery if such a timeslot is offered. We feel this gives us the best chance to cater for such requests in a more manageable and safe way for as many patients as possible.

Research Projects

Cadbury Heath Healthcare is now part of the 4PCC Research Hub (which connects our surgery with Kingswood Health Centre, Hanham Health Centre, and Close Farm for the purposes of research). This collective participates in approved NHS research studies through the National Institute for Health Research's network. On occasion, we will invite some patients to take part in research studies that we have identified as relevant to their conditions. Patient information will not be shared in a personally identifiable form outside of our surgery or with any of our authorized NHS research collaborators, unless you specifically contact these external research teams yourself to provide explicit consent to take part in the study.

The research projects that we take part in are organized for the sake of long-term NHS planning and patient care. **These are completely optional**, but we thank patients for taking time to consider whether they would like to be involved when we contact you.

General Data Protection Regulations (GDPR)

As of May 25th 2018, this regulation will come into effect. The regulation means that all organisations in the European Union will be required to follow stricter rules for gathering, maintaining and using people's personal data.

To ensure this practice complies with GDPR, we will be publishing and maintaining a privacy statement. This will be available on our website and at the front desk, along with a simplified version. The statement will explain how we store and use patient and staff data, and will provide instructions on how a patient can opt out of some of our services. New patients joining the surgery will be asked to read and sign that they've understood the privacy statement. Existing patients will have already been asked to give explicit consent to be included in relevant optional services that we provide, or asked to re-confirm their desire to use a given service (see the next item concerning text message communications). The soon-to-be-published privacy statement on our website will contain information about how to opt back in or out of any optional services for patients who have changed their mind since their initial decision.

Don't forget to visit our practice website:
<http://www.CadburyHeathHealthcare.co.uk>

Cadbury Heath Health Centre
Parkwall Road
Bristol BS30 8HS
Telephone 0117 980 5700
Fax: 0117 980 5701

GDPR - Text Message Communications & Consent

Currently we contact patients via text messages to provide appointment reminders and update patients on upcoming medical campaigns (e.g. the seasonal influenza vaccine season). If you are a patient already receiving text messages from us, you should have already been asked by text to provide explicit consent to continue this service. If you receive such a text, please follow the instructions to either continue or halt your text reminders. We will not be continuing to send text messages to patients after May 25th unless we receive this confirmation.

However, please note that patients who have signed their mobile number up to multiple patient records, for example, if a mother and a teenage child have the same registered mobile number, will not be able to continue receiving reminders after May 25th under the new regulation. If you believe you may be in this situation, either ask reception to pass your details to the Business Support Manager or please contact (and leave a message for) Mx Barber (tel. 0117 980 5701). You will then be contacted about what we can do to re-enable your text messages from the surgery.

Hay fever Season

The hay fever season seems to be upon us early this year and we have already received a sudden and significant number of requests for allergy medication. Patients should consider instead over-the-counter hay fever medications as available in all pharmacies and most supermarkets, sometimes for as little as £1/pack. If patients require more advice for their symptoms, we recommend speaking to an in-store pharmacist before contacting the GP surgery. Note that in the majority of cases, a GP will recommend no more than the same medication mentioned above.

In extreme cases, where over-the-counter medication has no impact or symptoms are getting worse, a GP may be able to provide more advanced treatment (e.g. immunotherapy referral). Thank you for helping us to free resources for conditions that cannot be treated with over-the-counter medicine.

Telephone Data Update

Thank you for the patience of all patients as we have transitioned from our old telephone system to our new one. The vast majority of the new tools provided by our new service are now installed and working – amongst these is regular and detailed call traffic data.

Our initial reports over these past few weeks have confirmed that our busiest time of the week is Monday morning. The volume of calls made to the surgery on a Monday is typically 50% higher than any other day, with the morning itself being the busiest time. In order to spread workload and provide a smoother and more accessible experience for all patients, we would therefore ask patients to avoid contacting the surgery on Monday morning unless absolutely necessary. This will spread our call traffic more evenly across the week and provide a better experience for everybody.

We are happy to report that despite receiving over 1000 calls to reception every week, our average waiting time across recent weeks has been less than 1 minute.

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National Diabetes Prevention Programme

Cadbury Heath Healthcare will soon be taking part in a new pilot programme. Patients who have recently been identified as *at risk of developing* type 2 diabetes will soon be sent a letter containing advice and support that they can make use of to improve their health, including local support groups and apps provided by NHS Digital. Through this programme we hope to increase the number of such patients who successfully halt and reverse the development of type 2 diabetes. Please be on the lookout for these letters and we strongly advise that you consider trying the services if you receive one.

Tuesday Evening Clinics

Cadbury Heath Healthcare has partnered with OneCare Consortium and other local practices to provide more late evening appointments. These extra appointments and telephone consultations start at 6:30 pm on Tuesday evenings and last until 8:00 pm, subject to availability. Such appointments can be booked with our reception team on the usual number, **0117 980 5700**. If you wish to cancel or query one of these appointments after normal surgery hours and during the extended clinic, please instead call **07708 479057**.

Prescribing guidelines

For safety reasons we are unable to take prescription requests over the telephone. It is practice policy to issue prescriptions within 48 working hours of receiving the original request, as shown in the timetable below.

Prescription request received (AM)	Prescription ready for collection	Prescription request received (PM)	Prescription ready for collection
Monday before 2pm	Wednesday after 2pm	Monday after 2pm	Thursday after 2pm
Tuesday before 2pm	Thursday after 2pm	Tuesday after 2pm	Friday after 2pm
Wednesday before 2pm	Friday after 2pm	Wednesday after 2pm	Monday after 2pm
Thursday before 2pm	Monday after 2pm	Thursday after 2pm	Tuesday after 2pm
Friday before 2pm	Tuesday after 2pm	Friday after 2pm	Wednesday after 2pm

Patients requesting prescriptions with less than 48 working hours of notice will impact upon the service we are able to deliver to all of our other patients.

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