

Cadbury Heath Healthcare Summer Newsletter 2018

The Departure of Dr Stainer

All good things must come to an end and it is sadly time for us to say goodbye to Dr Stainer. She was only ever planning to work at our surgery for a year, but nonetheless we're upset to see her leave us, grateful for her time here, and wish her all the best in her next endeavour.

Emergency Services Day

Our team enjoyed an informal meet & greet at Cadbury Heath as part of the local Emergency Services Day. Our senior pharmacist provided information about what common medicines are recommended for all households to keep stocked, whilst our paramedic and minor injury / illness specialists discussed the conditions they are capable of seeing at our surgery. We thank the Juice Community Project for hosting the event and thank patients for attending.

Patient Collaboration Portal

The area of our website that allows patients to communicate specific medical and administrative updates with us is back. Amongst other things, it allows people to complete asthma questionnaires online, order sick / fit note **extensions**, and supply their home blood pressure readings.

Please visit www.cadburyheathhealthcare.co.uk/pcp for more information.

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.

Flu Season

We are pleased to announce that we'll be starting our annual flu vaccination season in September this year. We will be operating regular clinics on a Monday evening and Saturday morning and strongly encourage all eligible patients to have their vaccination this year. Eligible patients include (but are not limited to): everybody over the age of 65, COPD patients, diabetic patients, asthma patients, pregnant patients, and carers.

We ask all patients to seriously consider visiting us rather than local pharmacies, as we use the flu season as an opportunity to update patient records and medical information. More information will become available as we approach the flu season.

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

General Data Protection Regulation - 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.

The surgery wishes to expand upon its current ability to contact patients via SMS text messages, to allow us to communicate with patients more quickly. In order to do this, and in light of recent privacy guidelines covered under the GDPR, we have been and will be asking patients for their consent to send messages via text message (whilst also checking that we have a valid number for you).

These text messages will include:

- Automated appointment reminders.
- “We have tried to contact you – please call us back” notifications.
- Invites to annual reviews.
- Asthma questionnaires.
- Flu season invites.
- Blood test results (this is an effort that is gradually being scaled up.)

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 appointment reminders after May 25th under the new GDPR 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) Greg Barber (tel. 0117 980 5715). You will then be contacted about what we can do to re-enable your text messages from the surgery.

Secondary Care (Hospital) Referral Guidance

For patient reference, here is a guideline of how a typical referral can be expected to work:

Patient has a consultation with GP → Referral plan to secondary care agreed and written by GP → Referral processed by the secretaries at our surgery → E-referral paperwork is then sent to patient to allow them to pick their hospital (can be arranged online or via telephone) .

Please note that that not all hospitals offer all services, so if a patient has only been given one choice then that suggests only that hospital offers this service. Please also keep in mind that GPs have no sway over appointments within secondary care, and as such there is very limited potential for GPs to request that appointments are brought forward.

Patient expectations should be to receive e-referral paperwork within about three working days of their consultation with the GP. To chase referrals, patients can call the hospital in question using these numbers:

Southmead Hospital - 0300 5550103

Bristol Royal Infirmary - 0117 923 0000 (Request Outpatients)

Bristol Children's Hospital - 0117 342 6888

Bath Royal United Hospital - 01225 821821

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Telephone Data Update

Our phones are busiest on Mondays. 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.

National Diabetes Prevention Programme

Cadbury Heath Healthcare is taking part in a new, national pilot programme. Patients who have recently been identified as *at risk of developing* type 2 diabetes are being 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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