



Budleigh Salterton Medical Centre

Patient Group

NEWSLETTER: AUGUST 2015 – ISSUE 43

OPENING HOURS: Monday to Friday, 8.30am to 6.00pm, Tel: 01395 441212

OUT OF HOURS: Dial **999** for life-threatening problems and Dial **111** for non-urgent advice

WEBSITE: www.budleighsaltertonmedicalcentre.co.uk

IN THIS ISSUE: Chairman's News - Repeat Prescriptions - Local Shared Care Record - Repeat Prescriptions; Budleigh Salterton Health Centre Charity - Medicine Wastage in Devon - SystemOne On Line - Budleigh Salterton Memory Café

CHAIRMAN'S NEWS

As many of us enjoy the summer days in the garden or beach with family and friends we should all spare a thought for those living alone or isolated in our community who may be less able to support themselves or cope independently at home. Weekends can be the most loneliest times if you live alone, please do spare a kind thought and check in on your elderly neighbour from time to time.

At this time of year, in particular, we are reminded to drink plenty of fluids to prevent dehydration and keep our skin protected from harmful UV rays from the sun. Many people love the warm sun.

The sun's rays make us feel good, and many people feel the sun makes them look good. However, exposure to sun causes most of the wrinkles and age spots on our faces and is the number one cause of skin cancer.

I would like to take this opportunity to wish everyone a happy summer

Mark McGlade
Chairman, Budleigh Salterton PPG

Patient Group Committee:

Mark McGlade
(Chair)
Lesley Roden
(Vice Chair)

James Birtwistle
Peter Freaan
Robert Harland
Chris Kitson
Ivor Meredith
Michael Rice
Maureen Tregurtha
Richard Waller
Veronica White

Trudy Carter
Richard Mejzner

Deborah Mitchell
(Secretary)

Contact us:

- By post to the Medical Centre
1, The Lawn, B.S.
EX9 6LS
- Patient Group post-box in the Medical Centre

ANNUAL FLU CLINICS

These are available to everyone over 65. Those who are under 65 but may be at increased risk from flu will receive an invitation from the practice.

Bookings can be made at reception or call 01395 441212 after 10am.

The dates for the annual Flu Clinics are:

- Saturday 3rd October 2015
- Saturday 10th October 2015
- Saturday 24th October 2015



LOCAL SHARED CARE RECORD

Budleigh Salterton Medical Centre would like to make all our patients aware of this project

Patients across Devon have told NEW Devon CCG they don't want to have to tell their story every time they see a different doctor, nurse or visit hospital or A&E, as this can be stressful and take a long time. The reason you have to do this is because every health and social care organisation holds a different set of records about you.

The Local Shared Care Record is a **future project** for Devon practices which will enable the CCG to bring together your information and present this to the professional caring for you, but only once they have your permission and if your GP practice have agreed to enable this.

HOW IT WORKS The Local Shared Care Record securely connects different medical and care computer systems together. When your records are requested, it collects the information from the different systems and shows the information to the requestor. None of the information it collects is stored and none of it can be changed. Because it collects the information only when it is needed, the information is always accurate and as up to date as possible.

Before any information is collected or displayed to a care professional, that professional **must have your consent** to view your record. Your consent is recorded on the system so we know exactly who has accessed what information and when. The GP who holds the original record can see who has viewed it and that you have given consent.

The Local Shared Care Record uses the secure NHS network to retrieve the information and displays a read only view for the care professional to use to support the delivery of care at that specific point in time.

WHAT INFORMATION WILL BE SHARED? The shared record will contain a summary of the most up-to-date, relevant health information which includes things such as:

- Recent diagnosis and test results
- Allergies
- Medications and treatment
- Any current or past (and significant) illnesses
- Encounters and referrals

WHAT WILL IT MEAN TO YOU? For you, the shared care record means that you will have:

- Joined up safer care
- More time spent on your care
- All of your information in one place

WHO WILL BE INVOLVED? At the moment, there are four NHS organisations involved in the shared care record. NHS NEW Devon CCG GP practices that have opted to enable information sharing, Northern Devon Healthcare NHS Trust; Devon Partnership NHS Trust and Devon Doctors Ltd (GP Out of Hours Service).

NHS NEW Devon is encouraging all GP practices to take part. The more patient records that are shared in this way, the more likely your care provider will find the information needed to provide you with better quality and more effective care.

Not all care providers can view the Local Shared Care Record. It is only available to the care organisations in Devon that have signed up to the system. The CCG will be rolling out the Local Shared Care Record in Devon ensuring they maintain patient confidentiality at all times.

You have the right to stop information that identifies you from being shared, locally and/or nationally, outside your GP practice.

BUDLEIGH SALTERTON HEALTH CENTRE CHARITY

The Health Centre Charity was formed 19 years ago when the medical centre was undergoing very extensive refurbishment. When the refurbishment was complete, the Health Centre Charity took on the responsibility of providing a significant amount of the modern facilities within the new building. Of prime importance was the comfort of patients and the provision of up-to-date medical equipment. Today, the Charity continues to supply much needed modern medical equipment when requested.

In the last year some of the items the charity has gifted are a phlebotomy chair; 2 consulting chairs for our nurses; a checking-in machine; and new blinds for 4 consulting rooms.

Thank you very much to those who have donated to the Charity and also to those who volunteer their time as Trustees for this Charity so successfully.

REPEAT PRESCRIPTIONS

REPEAT PRESCRIBING: This is a system where you are able to order your regular medication on a repeat request list from your surgery without having to see your doctor.

HOW DOES IT WORK?: The surgery will issue a repeat request list with your prescription. This will form the right hand side of your prescription. Detach the actual prescription from this list and take this part to the pharmacy of your choice to dispense. Retain the list / side slip until you need a further supply of your regular medication.

RE-ORDERING YOUR MEDICATION: When you have only one week's medication left you will need to use your list / side slip to reorder your medication. Please indicate the items you need by ticking the box to the right of the item. You will also need to indicate whether you wish to collect your completed prescription from a pharmacy (by writing the name of the pharmacy at the top of the form) or from the surgery.

WAYS OF GETTING YOUR REPEAT PRESCRIPTION TO THE SURGERY: We do not take prescription requests over the phone. This is to avoid errors. Please use one of the following ways:

- You can send your repeat prescription form by post (enclose a SAE if you would like it returned to you or state clearly where you would like to collect it from)
- You can fax your request to the surgery 01395 441244
- You can post your form into the repeat prescription box at the health centre reception desk
- You can use the practice website and order online by following the repeat prescription instructions: www.budleighsaltertonmedicalcentre.co.uk

PROCESSING TIME-TABLE: The surgery is very busy and we would appreciate as much time as possible to allow us to organise your repeat prescription.

Please use the following time-table to help you with your request. If you are collecting from the surgery please allow 48 hours and if you are collecting from a pharmacy please allow an extra day.

<i>If Prescription Request is received by 12 noon on the following days:</i>	Mon	Tues	Weds	Thurs	Fri
<i>Then Prescription will be ready for collection at the surgery after 1.45 pm on:</i>	Weds	Thurs	Fri	Mon	Tues
<i>Prescription dispensed and ready for collection at the pharmacy after 1.45 pm on:</i>	Thurs	Fri	Mon	Tues	Weds

MEDICINE WASTAGE IN DEVON

Did you know that as much as £5.5 million is wasted each year in Devon on unused medicines?

The same amount could pay for:

- 730 heart bypass operations
- 1000 hip replacements
- 2235 knee replacements
- 1070 cataract operations



YOU can help use this NHS money in Devon more wisely

CHECK- look at your supplies - only order the items you need

LISTEN- listen to the advice of your doctor, nurse or pharmacist and take the medicines as instructed on the label

TELL- tell your doctor, nurse or pharmacist if your medicines are not agreeing with you or that you have stopped taking them

TICK- tick only the medicines you need and remember 'tick in haste-medicines waste'

OPEN- open your bag of medicines at the pharmacy and if there are items you have not requested or surplus please return these before leaving.



SystemOnline gives patients the option to make and cancel appointments, order repeat prescriptions and view their electronic medical record online, using their computer, tablet or smartphone rather than having to phone or visit their practice.

Online services complement the existing ways patients access appointments, prescriptions and their records.

In order to access this service you need to apply in person at the practice – you can only apply for yourself. You will be asked to provide proof of ID. Once you have registered the receptionist will be able to create and print for you, your username and password.

BUDLEIGH SALTERTON MEDICAL CENTRE'S MEMORY CAFÉ

Are you worried about your memory? Do you care for someone with memory problems?

Come and meet new people and play games and quizzes in a relaxed and friendly atmosphere.

Time: 10.30am – 12.30pm (every other Friday) - **Venue:** Budleigh Salterton Football Club
Budleigh Salterton Football Club, Greenway Lane, Budleigh Salterton (Free Parking)

Fridays: 4 & 18 September 2015; 2, 16 & 30 October 2015; 13 & 27 November 2015

For all enquiries please phone Sophie or Diane on 01395 441212