

## SEPTEMBER 2013

### Improved Patient Access

We have now 'gone live' with Patient Access which means that any patient over the age of 16 can register for on-line access for the booking of doctor appointments (not open surgery) and requesting of repeat prescriptions. It can also be used to cancel booked appointments. Registration details can only be given to the person to whom it applies and you may be asked for proof of identity.

This service also includes registration for appointment reminders sent to mobile phones – if we can cut down the 'did not attend' rate, this would benefit all (staff and patients alike) – but it does depend on us having current mobile phone numbers.

The new script request service is actually easier to use than our current system and we think you will like it.

### Flu Jabs

We are expecting the flu vaccines in at some point during the week ending 27<sup>th</sup> September. We cannot book flu clinics in until we have taken the first delivery. Please do not phone to ask if they are in – look for the banners and flags or on the website (and the glazed looks on the faces of receptionists and clinical staff!). Flu jabs are available to those over 65 and to those within certain clinical groups.

### Your personal information in someone else's hands

Information held within the medical record is confidential and has been gathered to help GPs provide the best medical care possible. Patient identifiable data will soon legally be transferred to the Health and Social Care Information Centre (HSCIC) via the General Practice Extraction Service (GPES) or other means. This can be done without seeking explicit consent and for purposes other than direct medical care provision. Please see information in reception.

There may be concerns about privacy and confidentiality. Please inform the front desk staff if you wish to 'opt out' of data transfer, so that your medical record can be coded accordingly.

### Appointment Times

Please note a routine appointment is scheduled to last 10 minutes. If you have several things to discuss, it might be necessary to deal with the most important one initially and ask you to book a further appointment to discuss the rest. This is out of courtesy to other patients booked into the same surgery.

Please note that if you are booked into an emergency appointment, it is only possible to deal with the actual emergency and not everything else 'whilst I'm here'.

### Paracetamol

The National Institute for Clinical Evidence released a warning in August against the use of regular paracetamol for pain in osteoarthritis. Their advice has been contradicted by the medicines regulator. For the time being, it would be appropriate to continue using paracetamol when necessary for pain relief until we hear more. Please use the lowest effective dose.