

Friary House Surgery

Spring 2018 Edition



Social Prescribing

If you need any help and support for a non medical problem, you can self refer to 'Healthy Futures' Or alternately ask a member of our clinical staff to refer you.

This support service in Plymouth is ran by the Wolseley Trust.

The Plymouth Healthy Futures Programme is a service designed to help people to overcome problems and improve their health and sense of wellbeing through accessing a range of non medical services and activities.

As well as providing information they offer support in coping with anxiety and the feelings of depression that are often experienced during difficult times in our lives.



To date the surgery has 10,630 registered patients

Inspected and rated

Good



CQC Report

Have you seen our latest CQC report?

As a surgery, we are very proud to say that CQC rated us as 'GOOD' in their most recent inspection.

You can access a full copy of the report by following the link below:

<http://www.cqc.org.uk/location/1-543017771/inspection-summary#overall>

Welcome To Our TEAM

You may have seen some new faces here at Friary House Surgery. We would like to give a big hello, and warm welcome to the newest members of our team. Let us introduce you too:

Sophie Critchlow – Sophie left us briefly, but returned to us in April to continue as a registered practice nurse. Sophie likes adventures, exploring the world and sparkly things. She dislikes being tired and hungry!

Sue Payne — Sue has joined us here at Friary as a registered nurse. She has a background in children's school nursing, but keen to get back into patient care. Sue enjoys going to the theatre, walking and going for bike rides on her husbands motorbike.

Azlyn Razali — Azlyn has joined our Health Co-ordinators team. She enjoys watching a good TV series and going to zumba classes. She also enjoys cycling on sunny days too.



Unfortunately we have had to say goodbye to three members of our team here at Friary. We would like to thank them for all their hard work and dedication to the care and well being of all our patients

Dr Tuckley - Dr Tuckley has unfortunately resigned from his position here at Friary House. We are very sorry to have to share this news with you. We know he was popular and well liked by both patients and staff. He will be missed.

Joanne Cooper - After 20 years of hard work and dedication working as part of our Health Co-ordinating team; Jo has unfortunately left to work nearer to home. She will be very missed by both staff and patients. Good luck in your new job Jo!

Fiona Czerwinski - We were very sorry to have to say goodbye to Fiona earlier this year. Fiona worked as part of our nursing team specialising in long term conditions. She retired in March. We hope you enjoy retirement Fiona!



The New.....

Friary House Surgery Website

<https://www.friaryhousesurgery.nhs.uk>

Friary House Surgery has a new interactive website.

This website is designed to help you have easier access and more control over your healthcare.

You will find links to all aspects of your healthcare needs:

Just a few examples include:

- ◆ Viewing what services we offer
- ◆ Ordering repeat prescriptions
- ◆ Requesting a sick note
- ◆ Changing your personal details
- ◆ Seek advice on common illnesses
- ◆ You can even ask the doctors a question!

(please note: this can take 2-3days to receive your reply. This service is for non-urgent queries only.)

You can register for Patient Online- see overleaf for all the benefits this can bring you.

Our aim is to make your life as simple and stress free as possible when it comes to managing your healthcare.

You will find opening hours, links to our facebook page and any job vacancies.

If you cannot find what you are looking for- follow the '**ask the practice a question**' link to get your answers easily and efficiently.

Please access our website to complete our '**NHS Friends and Family Test**'.

Your feedback will help us learn more about what you think of your experience - what you like and how you think we could improve. This will enable us to continually review the services we provide, so we can ensure we offer the best possible care to all our patients.

Your opinion matters to us.

MJog

The Automated Appointment Reminder System

MJog is an automated service that Friary House Surgery has recently started offering to all of its patients who have a mobile phone. We hope that this service will help our patients to keep their appointments by reminding them of the date and time by sending a simple text.

In addition to appointment reminders you will also receive updates regarding the surgery's opening hours; such as bank holiday closures and training days.

MJog is not compulsory and we must receive your consent before we are able to involve you in its services.

In order for us to gain your consent we will need you to 'opt in' to its services.

If you **WOULD** like to 'opt in' and receive text reminders from MJog, you must follow the simple instructions which you will receive via text from MJog.



Remember to check that all of your personal details are up to date with us- or you may not receive your MJog text.



We are constantly updating our systems here at Friary House Surgery to ensure we meet the criteria for the most recent legislation.

One of our most recent changes is stopping the use of our fax machine. This is to ensure that we abide by the new General Data Protection Regulations (GDPR).

These regulations support the confidentiality and safe keeping of our patients records.

You can find more information on GDPR on the back page of this newsletter.



Patient Notice

Please be aware if **Dr Tuckley** was your registered GP you will now be allocated a new registered GP. If you wish to find out who your new GP is, please speak to reception.

Please note this will not affect who you speak to if you have a preferred GP.

Blood Test Information

To find out your blood results, you will need to phone the surgery on the main number:



01752 663 138 after 5 working days.

The surgery will not call you.

New government guidance now means that only YOU can phone for your results unless you have a registered carer or have given signed consent for someone to collect them on your behalf.

Proposed Merger with Park View Surgery

Friary House Surgery is undergoing a proposed merger with Park View Surgery. This will offer benefits to patients from both surgeries. Park View Surgery is a small single handed practice so those patients will benefit from a wider choice of clinicians and services. This merger will mean that Park View Surgery will be closed but the doctor, Dr Pradeep Sahadevan and his nurse Janet, will be working from Friary House Surgery. This will give an additional full time GP and part time nurse, who is experienced in long term conditions, for Friary House. Many of you will already know Dr Sahadevan as he has worked as a locum here for several years. Once the merger is agreed by NHS England, it will commence on the 1st October 2018. We look forward to welcoming both Dr Sahadevan and Janet to the team. If you have any queries or comments about this proposed merger, please write to Mrs Alison Shelton, Managing Partner.

Dementia Friendly

Friary House Surgery is very proud to be working closely with the Dementia Friendly City Co-ordinators team to become a recognised 'Dementia Friendly' surgery.



We are introducing new ways to help support our patients who suffer with Dementia to make their visits to the surgery as stress free as possible. We aim to use a holistic approach to review their care needs. In surgery we are changing and providing extra signs to help guide our patients whilst in the practice. We also hope to provide our waiting areas with comforting aids to reduce any stress which they may experience during this time.

How can you help?

If you are a keen knitter, and would like to help we would be very grateful if you are able to create some 'twiddle muffs'. These are proven aids to help restless hands, combat agitation, provide reassurance, and provide visual and tactile stimulation for our dementia patients.

Please ask at reception for some more information on 'twiddle muffs' and how to make them.



Bereavement Advisor

Our bereavement advisor offers 1-1 support for patients who may be struggling to come to terms with the loss of a loved one.

When you experience loss, the emotions and grief can be difficult to manage and feel overwhelming.

If you would like to see our bereavement advisor for help and support please contact a member of our Health Co-ordinator Team.



GDPR—General Data Protection Regulations

Over the next few weeks you will probably notice some changes to how we manage our data in the Practice. These changes are Government Lead and part of the new Data Protection Act 2018; which is replacing the Data Protection Act of 1998. The Data Protection Act 2018 has been created to incorporate laws governed by the EU. We as a practice have to prove we are complying with these data protection regulations. Any in compliance may result in major penalties.

These Regulations have been put in place for your benefit; to secure your data and ensure utmost confidentiality when it comes to your personal details, records and care. It puts you in control of your personal information and protects it from third parties. It also ensures that any use of your data is transparent and that your rights as a patient are being met.

We apologise for any inconvenience that the introduction of these new regulations may cause.

GDPR Privacy Notice

The privacy notice is a statement which explains the ways in which the practice: gathers, uses, discloses and manages our patient's data. It fulfills a legal requirement to protect our patient's privacy.

As a surgery we will collect personal details, including: name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care. This includes your feedback to improve and monitor our services.

Our privacy notice will explain how we will keep this data secure and your rights to access it.

Full details of this, will soon be available on our website.

For further information you can visit the ICO website at:

www.ICO.org.uk

Alternatively you can email our main surgery FAO our Data Protection Officer Steve Shelton at:

admin.fhs@nhs.net

Patient Rights

The DPA 2018 outlines the below rights for you as a patient:

1. The right to be informed
2. The right of access
3. The right of rectification
4. The right of erasure—'the right to be forgotten'
5. The right to restrict
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

Important Changes

To ensure we meet the strict confidential and data protection guidelines. We ask that you follow a few simple changes to our day to day practice.

- To be able to collect prescriptions, test results, or to change your personal details with us you must bring a form of ID with you, preferably photo ID.
- You can no longer collect results on behalf of somebody else, without their written and signed consent. If you are collecting results for someone in this manner, you must bring your own ID with you (exceptions include registered carers).
- If you use your email account with us, you may get an encrypted message box asking you to verify your account. You must follow these instructions to enable you to receive emails from us in the future.

We Thank You for your co-operation.

Friary House Surgery Address

2A Beaumont Road
St Judes
Plymouth
Devon
PL4 9BH

Tel: 01752 663138

Fax: 01752 675805

www.friaryhousesurgery.nhs.uk

Opening hours

Monday—Friday

8am—6pm

Alternate Saturday mornings with a GP

Pre-booked appointments are also available with our Health Care Assistants

Monday—Wednesday

7.30 am to 8.30am

Just a reminder....

Patient Online Service

Friary House Surgery offers patients the opportunity to register for online access. This service brings many benefits to managing your healthcare, and can save you valuable time!

As part of the website or via the app, this service enables you to securely: look at your GP records, access latest blood/specimen results, order repeat prescriptions and cancel or book your appointments. We strongly recommend our patients register for this service.

Please speak to reception for more information or visit <https://patient.emisaccess.co.uk/> to register now.