



# Friends of Park Surgery

(Patients Participation Group)

Newsletter No 71

Summer 2016

Charity No 1011608

Congratulations and best wishes to **Tara Francis-Smith** of the Practice Coordinators Team on her wedding on 22nd April. Tara is now **Mrs. Ledger** but do remember that she will be the same Tara you have known for her never failing friendliness and helpfulness. We wish her and **Andy** every happiness for the future.



## *Friends of Park Surgery AGM*

**Many thanks to all those who came to the AGM on 29th March in the Normandy Centre on a very wet and windy night.**

**Our thanks include the patients who attended and asked interesting questions, the two doctors, Dr. Nat Athallah and Dr. Jeremy Raphael, who untiringly answered all queries at the end of a busy day in the surgery and to Paula Salerno and her team who organised the meeting and provided the refreshments.**

**We will be organising another meeting for patients and friends later in the year. Once plans are in place we will let you all know what is happening.**



***Simon Denegri, National Director for Patients and the Public for the NHS National Institute for Health Research sponsors the 'OK to ask' campaign. He says that the campaign continues to grow and gives a voice to the research community so that clinical research becomes more visible to people locally and the public get an opportunity to "ask" about research and what it could mean for them. "It's a win-win for all concerned," he says.***

***See page 3 for more information about what Dr. Liz Fisher says about research at Park Surgery.***

## 100 Club Draw Winners 2016

*The Draw Winners are as follows:*

### **February**

*Mrs. B. Thyer (£75)*

*Mrs. M. Leggett (£35)*

*Mr. K.D. Hardy (£15)*

### **March**

*Mrs. A.C. Elder (£75)*

*Mr. and Mrs. B.C. Johnson (£35)*

*Mr and Mrs P. Jones (£15)*

### **April**

*Mr and Mrs. D. McPherson (£75)*

*Mrs. P. Chart (£35)*

*Mrs. F. Hall (£15)*

*You can join the Draw for only £12 a year*

*Contact Tara Francis-Smith (Ledger) at the surgery for more information*



## **Open Access to Medical Records**

Since April 2016 patients have been able to access more elements of their medical record than ever before. For those patients registered for on-line services, in addition to requesting repeat medication, making appointments and leaving messages, they will be able to see any entry on their record that has been medically 'coded' which includes pathology results, diagnostic tests and diagnoses. They will not, however, be able to see the text of consultations or other text based messages, letters or other documents attached to their record. Access is free but patients must register for on-line services before utilising this new service and the GP will need to approve the access.

This service is in addition to the paper based access to medical records service currently in use and which will continue. On application and with GP approval patients may have a print out of their computerised records for a £10 fee. For a copy of their computerised records and a photocopy of their old paper medical records (usually pre 2000) the fee is capped at £50. There is often a lot of copying if the old records are needed and often the £50 does not cover the staff time and copier costs, unfortunately.

To register for on-line services please bring some photo ID to the surgery and ask our receptionist to register you and give you your password.

If you are not already registered for online services let us know and we will enable this facility on your record (which is password protected) - we will advise you of your accountable GP at the same time.

Parents may register their child for online services up to the age of 14. Between the ages of 14 and 16 the child may have their own online access if their doctor considers them to be able to manage their own appointments, etc. Patients aged 16 and over will need to have their own online registration and will need to produce photo ID to register for the service.

There is a leaflet available from the surgery giving useful information and advice about this. We would recommend that you read it before making a decision about accessing your records.





## Research at Park Surgery

**Dr. Liz Fisher** tells us about research taking place at Park Surgery:

“We have been involved in research studies for many years. We can only do this with your help.

Patients at Park Surgery are involved in many studies including:

- Coughs and sinusitis
- Rare causes of high cholesterol in children (CPSS)
- Atrial fibrillation (GARFIELD)
- The role of early symptoms in cancer detection (CANDID)

Park Surgery is a Research Ready Practice Level Two with the Clinical Research Network.

We enjoy working at the forefront of medical research looking for new and better ways of managing conditions and, although it is a lot of extra work, we really are helping our patients as well as those in the rest of the UK. We are even helping on an international scale with studies such as GARFIELD.

Over the years we have been involved in other studies, one on bacteria in the stomach for patients on aspirin, another on the effects of certain treatments in gout and cardiovascular factors, plus questionnaires on placebo, contraception and more!

So don't be surprised if you are asked to take part in a study and yes, **it's okay to ask** about what studies we are involved with, or if you are interested in taking part.

**We would love for patients interested in this area to help our very own Friends to consider a group for research.**

Our team involves many doctors, nurses, administrators and the practice manager - but it doesn't stop there. Our phlebotomists get involved and our frontline receptionists are not only doing their busy job but giving out questionnaires - and we have even had coffee mornings on Saturdays!”

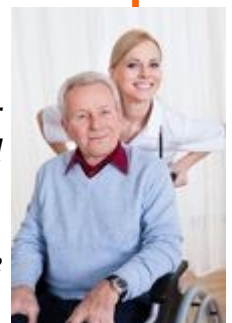
## New Non-Emergency Patient Transport Service (PTS)

*A new service provided by Coperforma has gone live from 1 April 2016.  
The patient telephone booking number remains the same as before:*

**0300 111 2131**

*It will be possible to book online. To do this you need to call the number above and the staff will set users up on the system. Once you are registered you can use this system via [www.sussex.transportforpatients.uk](http://www.sussex.transportforpatients.uk)*

*You have probably heard that there have been some issues with this service but a lot of work is being done to rectify the problems.*



## Staff News

Welcome to **Jane Ferguson** who has joined the surgery as a practice nurse.

**Dr. Christina King** will be on sabbatical for a while due to family illness.

The **IT staff** has increased to 15. They are responsible for dealing with repeat prescriptions, updating the database, sorting post, summarising notes, organising recalls and scanning - a busy and crucial team.

There are **28 receptionists** who work on the reception desks dealing with patients face to face and they also work in the communications room taking all phone calls. With more patients joining the practice as the local population grows their workload is heavy. Your patience as they deal with numerous queries and requests is very much appreciated!

Goodbye and thank you to **Avril McDougall** who has retired from her home visiting role. Many of you have known her over a long time and will want to join us in wishing her a happy retirement.

There are currently **2 GP Registrars** in training in the practice

### **We love to see you at the surgery but....**

You do not need to collect your repeat prescriptions from us any more!

Just let us know who your chosen pharmacy is and we will send your repeat prescription to the pharmacy direct electronically.

You can then collect your medication from the pharmacy. You will reorder in the same way that you do at present, or via the pharmacy.

This service speeds up the reordering process and does enable us to track prescriptions so we know where they are in the system.

### **Increasing numbers.....**

The number of patients registered at Park Surgery has now increased to **24,600**. **800** new patients have signed up over the past twelve months. This is largely due to the rise in the local population. To put a cap on numbers would unfortunately put pressure on other local practices, but this is under serious consideration at the moment. Any request to cap the list has to be approved by NHS England and a formal application has to be made. Each doctor currently expects to have between **1800 and 2500** patients on their list.

### **Are you living with a long term health condition?**

The Expert Patients Programme (EPP) could help you. This programme is a self-management course developed for people who live with a long-term health condition, such as heart disease, asthma, MS, depression, arthritis, ME/CFS, IBS and many more.

The aim is to help you to take more control of your health by learning new skills to manage your condition better on a daily basis and to live well.

The EPP course is run over six weekly sessions, each lasting two and a half hours. It's facilitated by two fully qualified (but not medically trained) volunteer tutors who themselves are living with a long term health condition. **The course is free.**

For more information you can contact the EPP Team on **01403 227000 ext. 7547** or visit the website **[www.sussexcommunity.nhs.uk/epp](http://www.sussexcommunity.nhs.uk/epp)**

