

CROSS DEEP SURGERY



Issue 2

Bulletin

Spring 2014

Data Extraction Programme and Summary Care Records

The chances are you will have read about, or heard about, the Data Extraction Programme and Summary Care Records. But what exactly are they?

Data Extraction Programme

Very, very briefly, the NHS intend to use information collected from all providers of NHS care, including general practices, to plan and improve services for all patients. Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system - information can then be used by others, such as researchers and those planning health services, to ensure that the best care possible is available for everyone.



Summary Care Records

A summary care record (SCR) is quite different. It will hold limited essential information derived initially from the patient's GP record— this will include medication, adverse reactions and allergies and a patient's significant medical history.

The SCR will be available, 24 hours a day, to health-care staff treating patients anywhere in England. This will be particularly useful in emergencies or when patients need treatment out-of-hours or when they are away from home.



Can I Opt Out?

You have the right to prevent confidential information about you from being shared or used for any purpose other than providing your care, except in special circumstances.

The Data Extraction Programme and the Summary Care Records are two quite distinct subjects. You can opt out of both of them or just one of them—the choice is yours.

If you decide to opt out of having a Summary Care Record, you should be aware of the consequences of the choice you have made—you can always change your mind and opt back in if you wish.

For full information about the Data Extraction Programme and Summary Care Records, including a list of frequently asked questions and how to opt out, please go to the Practice website

<http://www.crossdeepsurgery.co.uk>

Information leaflets are also available from Reception.

Thank you

... to everybody who participated in the Patient Survey at the end of last year. It is important to have feedback from patients so that we can find out those areas where we could do better. It is also good to know that we do get some things right.

What is clear from the results of the survey is that we need to improve the ways we communicate information to patients - we've taken on board what you said.

Soon, we hope that there will be more signs in the surgery to help patients find their way about.

It is now the intention that this publication should appear four times a year (instead of two) and although it can never be totally up-to-date we hope that future content will be a little more relevant at the time you get to read it.

We are working on increasing patients' awareness of services that are available on-line. At the same time we appreciate that some people may not have the equipment or the wish to use on-line services.

PATIENT PARTICIPATION GROUP

The Patient Participation Group (PPG) works alongside the Practice with a view to representing the views of patients and helping to improve existing services and introducing new ones.

Everybody is welcome but we are especially interested in obtaining the views of patients under 50. If you would like more information on the PPG or would like to become a member, please contact the Practice Manager or express your interest by email to:

RICCCG.patientgroupcrossdeep@nhs.net

Minutes of PPG meetings are available on the Practice website

BREAST CANCER SCREENING

All women aged 50 to 70 are invited to attend for mammograms every three years at a hospital or mobile screening unit. After the age of 70, women can if they wish make their own appointments for screening every three years. The screening programme is extending the age range to include women aged 47 to 73 and this will be gradually introduced by 2016.

Please speak to Reception if you would like further information.



Dr Sylwia Ferguson graduated from Gdansk Medical University in Poland in 1997 and from St George's University in London in 1999.

She joined the Practice in January 2014. She has broad medical interests which include minor surgery, joint injections and coil fittings.



Dr Jenny Eades graduated from Imperial College London before undertaking her General Practice training in Twickenham. She worked at the

Practice during 2009 and has now joined us permanently. Her clinical interests include paediatrics and women's health.



Anne Kemp joined the practice in February as a medical administrator. This role involves both reception & back office administration. Anne has previously worked as a medical secretary and as an administrator for the association of European chiropractors.

What do I do when the Surgery is closed?

It can be very distressing if you or a member of your family becomes unwell during the evenings or at weekends—what do you do, where do you go for advice?



Websites www.patient.co.uk offers advice on all sorts of illnesses and conditions—you can access the same directory of leaflets that are available to the doctors at the surgery.

Advice on a range of health issues and minor ailments is also available from www.nhs.net and www.familylives.org.uk

Pharmacies Your local pharmacist can offer practical help and advice.

NHS 111 (a telephone advice and information service which replaces NHS Direct)

They can provide medical advice and direct you to various sources of information and local services. Available 24 hours a day, 365 days a year. Access by dialling 1-1-1 which is free from both landlines and mobiles.

GP Out of Hours Service The practice has an Out of Hours Service which patients can access when we are closed. This GP-led service can be contacted on 0300 024 0000. The service is only operational when the practice is closed.

Local NHS Walk-in Centre This is appropriate for patients with minor injuries and illnesses.

Teddington Memorial Hospital, Hampton Road, Teddington, TW11 0JL (Tel: 020 8714 4004)—you will be seen by a health care professional.

Opening Times: Monday-Friday 8 am—10 pm
Saturday-Sunday and Bank Holidays 8 am—9 pm

Local NHS Urgent Care Centre This is for minor injuries and illnesses that require **urgent treatment** only.

Hounslow Urgent Care Centre, West Middlesex Hospital, Twickenham Road, Isleworth, TW7 6AF
(Tel: 020 8321 6700)

Open 24 hours a day, 365 days a year.

Other useful contacts for parents

Health Visitor—The practice Health Visitor is Rosemary Barratt who is located at Whitton Corner Health and Social Care Centre.

Their central advice line is 020 8630 1725

Family Information Centre—Richmond Family Information Service offer a free telephone and internet service, dedicated to providing up to date information for parents

(Tel: 020 8831 6298) (Email: fis@richmond.gov.uk)

(A Patient Information Leaflet is available from Reception)

**Where somebody is seriously ill or injured dial 999
or go to your local Accident and Emergency Department**

Please remember these services are intended for medical emergencies only — inappropriate use could prevent somebody else from receiving urgent treatment in a life-threatening situation