



March 2015 Newsletter



Patient
access

Booking Appointments and Ordering Prescriptions ONLINE

Are you too busy to come to reception to book your appointment or order your prescription? You can book appointments and order prescriptions online via the Patient Access section of our website www.amershamvale.co.uk.

If you would like Patient Access please ask the reception staff for the details. You will be issued a unique PIN number after providing photo evidence of your identity.

Patient Involvement

Patient Participation Group.

Meeting dates :

- **Tuesday 10th March 2015**
- **Monday 6th July 2015**
- **Tuesday 8th December 2015**

All meetings will start at 6:45pm.

This is a chance for all patients to meet the patient group and practice staff and give your suggestions on how we could improve the service for you. Refreshments and home made cakes are provided.

We are keen to continue making changes to improve our patient's experience of health care from this practice. You can participate by attending 2 or 3 meetings per year. We are keen to get new members for the patient group .

There are several ways to give feedback and influence changes in the practice.

- ***Feedback via practice website.***
- ***NHS Choices www.nhs.co.uk***

If you think this is good practice and you would recommend it to other people then we would be very grateful if you could log a positive comment on the NHS Choices website (quick link) www.tiny.cc/fu7sl

- ***Write to Practice Manager dee.stenning@nhs.net***

Family and Friends

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

The feedback gathered through the FFT is being used in NHS organisations across the country to stimulate local improvement and empower staff to carry out the sorts of changes that make a real difference to patients and their care.

Please see NHS England website: <http://www.england.nhs.uk/ourwork/pe/fft> for more information.





Connect Care

At the moment, health and social care workers from different organisations in Lewisham and Greenwich do not have a system in place to share important information about your care automatically. This means that GPs, hospital staff, district nurses, occupational therapists and social workers don't always have immediate access to all the information they need to provide the most timely and efficient care.

To address this problem we are launching a new system of local electronic records. The new system is called **Connect Care**.

What is Connect Care?

Connect Care is a system which will allow existing information to be securely viewed quickly and safely by staff directly involved in your care, such as GPs, hospital staff, district nurses, occupational therapists and social workers. Connect Care will not gather new information.

For example, if you go to A&E the staff who treat you will no longer have to spend time contacting other organisations (such as GPs) to obtain relevant information about you, but will be able to view this information through the Connect Care system. This will enable them to make more informed decisions about your care and treatment in an emergency situation.

What will my Connect Care record include?

Connect Care will contain important information about you, including:

- Your name, address and NHS number to help identify you correctly
- Information about your appointments and hospital attendances
- Medicines you are taking plus details of medication reactions and allergies
- Test results

Who can view my connect Care Record?

Only authorised staff will have access to Connect Care. The information each person will see depends on their role, e.g. a social worker will not be able to see the same level of information as a GP.

We will ask your permission at the point of care before viewing your Connect Care record. If you are unable to give permission, e.g. in an emergency, your care providers will only view your record if they believe it is in your best interest.

For legal reasons, we are sometimes required to share information on your care. For more information, visit www.lewishamandgreenwich.nhs.uk/connectcare

Access to your Connect Care record is fully audited - who has looked at your record, what they looked at, and when.

Connect Care is a local record and has no relation to the Summary Care Record or Care data. No data that can identify you will be shared with these or other third parties.

Do I have a choice?

You can have a Connect Care record. If you would like one, you won't need to do anything. It will happen automatically.

You can opt out of having a Connect Care record. To find out what your options are, please visit www.lewishamandgreenwich.nhs.uk/connectcare for more information. You can also call **020 8314 0481**

Staff Changes

Staff leaving:

- Wendy Taylor— leaving current full-time Administration/HCA position and undertaking temporary HCA role in our Practice
- Dr Stella Adesoye and Charlotte Porthouse (practice nurse) are on maternity leave.

New staff:

- Dr Danae Politi covers Dr. Adesoye's maternity leave.
- Dr Kirsty Sherpard— registrar doctor for 1 year placement

