

Bollington Medical Centre

September 2018 Newsletter



HEADLINES

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Flu Clinics 2018



Patients eligible for influenza vaccines will receive invites by SMS or letter during September.

For 2018, there are 3 types of flu vaccine: a live quadrivalent vaccine (which protects against 4 strains of flu), given as a nasal spray - this is for children and young people aged 2 to 17 years eligible for the flu vaccine.

A quadrivalent injected vaccine - this is for adults aged 18 and over but below the age of 65 who are at increased risk from flu because of a long-term health condition and for children 6 months and above in an eligible group who cannot receive the live vaccine.

An adjuvanted injected vaccine - this is for people aged 65 and over. If your child is aged between 6 months and 2 years old and is in a high-risk group for flu, they will be offered an injected flu

vaccine as the nasal spray is not licensed for children under 2.

Sat 6/10/18 9am-12.30pm – **over 18s**

Thurs 11/10/18 3.30-6pm – **under 18s**

Thurs 25/10/18 3-6pm – **over 65s and under 18s**

Tues 13/11/18 6.30-8.30pm – **over 18s**

Medication Requests

Please allow 72 hours for medication requests to be processed. This is to allow contingency in the system for staff leave and to accommodate the growing volume of prescription items with many of our elderly patients on complex polypharmacy medication regimes



General Data Protection Regulation

Over the past few months there has been a lot of talk about the new General Data Protection Regulation (GDPR) which is taking over from the old Data Protection Act (1998). The EU regulation went live on May 25th 2018.

As a healthcare provider, the NHS is legally obliged to collect and process data regarding patient population. However, the new regulations state that we need to be able to provide clear, transparent information on what data we collect and how it is processed or shared.

We've made a start with that in several ways, e.g. by updating our new patient questionnaires, setting up a more secure system of identifying who is authorised to pick up patient identifiable

information from reception, and by updating our website with a new privacy notice.

We still have a way to go and these new procedures and the information available to patients will continue to be reviewed and updated as we learn more about how the new regulations work in a practical environment

New Operational Manager

On 11th June 2018 we welcomed Carole Gilmore as our new Operational Manager. Carole has worked for the NHS for over 14 years, in a variety of roles. Carole will oversee all matters relating to the day to day running of the medical centre, with continued support of the rest of the management team.

Over the last 2 years our senior managers, Trish and Laura, have been helping to drive the business forward through an outward approach developing the Enhanced Training Hub, Research and new peer group service solutions which includes the new Pharmacist, Physician Associates and MSK service provision (physiotherapy). Additional funding to support with external projects has allowed us to employ a new Practice Operational Manager in order to release Trish from the practice management. This will also allow Laura to work predominantly on research and clinical quality.

DNA's



A 'DNA' is someone who **DID NOT ATTEND** an appointment at the surgery and did not tell us beforehand. The Doctor or Nurse was waiting, but the patient did not attend. DNAs are a serious problem for the NHS. Research shows that around 13

million GP appointments and 6 million practice nurse appointments are missed each year. On average, 80 patients' DNA appointments each month, that's 960 appointments each year (the equivalent of over 13 hours of clinician time and 13 hours admin time per month) not only is this a waste of valuable administrative resources, it also means the number of appointments available for patients is reduced by each DNA that occurs. This year – to date we have had **1139** appointments lost due to DNA's. That equates to 11 days of appointments! If you are unable to attend an appointment please let the surgery know as soon as possible (not 10 minutes before) so we can use the slot.

PATIENT PARTICIPATION GROUP



We would like to know how we can improve our service to you, how you perceive our surgery and staff and how we can improve. To help us with this, we have a patient representation group (Patient Participation) so that you can have your say. We try to meet up regularly for an hour, (quarterly if possible), so it shouldn't take too much of your time. We aim to gather patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees etc. If this is something you feel you might be interested in, please ask at the reception desk for details.