

Surgery Newsletter

Surgery
Newsletter
Issue 26

Winter 2017/18
Edition

24 Hour Online
Patient Access

Referrals

Repeat Prescription
Ordering

Pregnancy Whilst
Working With
Sheep

Do You Pay For
Prescriptions?

Text Message
Appointment
Reminder Service

Telephoning the
Surgery

Waiting for
Appointments

Testing Urine
Samples

Useful Information

Team Training Days



24 Hour Online Patient Access



Patient Access provides 24/7 online access to repeat prescription ordering, pre-booking appointments and access to your own medical record and documents.

There is also a Patient Access mobile app which is available to download free on Android, and iOS devices, by visiting www.patient.co.uk/accessapp

If you would like to use this service please contact Reception at the Surgery and they will provide you with registration details. This is a secure service which uses encrypted passwords to prevent unauthorised user access. Once you have registered you can access the electronic link directly from www.hartingtonsurgery.co.uk

Why are referrals sometimes refused?

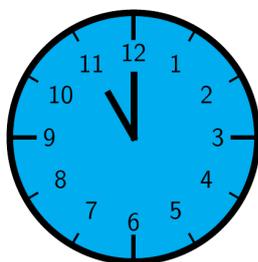
Clinicians at this practice are required to abide by the policy for 'Procedures of Limited Clinical Value (PLCV)

Some routine treatments are now described as Procedures of Limited Clinical Value. These are procedures which national experts have suggested have only limited or temporary benefit, and which are not felt to be necessary to maintain good health. For example, we can no longer refer for 'cosmetic procedures' such as removal of harmless skin lumps or moles. Surgery for large tonsils, varicose veins, hernias, and some other conditions, will only be permitted if your quality of life is seriously affected.

Referrals need to be considered on a case-by-case basis and meet strict criteria before they can be funded by the NHS.

The Derbyshire Clinical Commissioning Groups' PLCV policy, which has been in place since 2008, has recently been reviewed and updated in line with the latest NICE guidelines evidence. It is an operational, 'live' document, so will be subject to on-going review and possible change, however, it is expected that all referrers and providers adhere to this policy.

The Clinician will be able to discuss alternative treatment options and provide advice on further management of your condition.



Repeat Prescription Ordering

PLEASE NOTE—Due to morning clinics and incoming orders , Dispensary are unable to accept telephone repeat prescription requests until 11am onwards.

If you register for online Patient Access you may complete your electronic repeat prescription request 24/7.

Repeat prescriptions can also be ordered by posting, or dropping in, your pre-ticked list on the prescription right hand side.

Pregnancy whilst working with sheep

As lambing season approaches, it is a good time to consider the risks for pregnant women who come into contact with sheep.

Pregnant women who come into close contact with sheep during lambing or other farm animals that are giving birth may risk their own health, and that of their unborn child, from infections that such animals can carry.

Public Health England, Department of Health, Department for Environment, Food and Rural Affairs, Animal and Plant Health Agency and the

Health and Safety Executive have issued annual advice for a number of years that women who are, or may be, pregnant should avoid animals that are giving, or have recently given, birth.

Although the number of human pregnancies affected by contact with an infected animal is extremely small, it is important that pregnant women are aware of the potential risks and take appropriate precautions. These risks are not only associated with sheep, nor confined only to the spring (when the majority of lambs are born). Cattle and goats that have recently given birth can also carry similar infections.

To avoid the possible risk of infection, pregnant women should:

- not help ewes to lamb, or to provide assistance with a cow that is calving or a nanny goat that is kidding
- avoid contact with aborted or new-born lambs, calves or kids or with the afterbirth, birthing fluids or materials (eg bedding) contaminated by such birth products
- avoid handling (including washing) clothing, boots or any materials that may have come into contact with animals that have recently given birth, their young or afterbirths. Potentially contaminated clothing will be safe to handle after being washed on a hot cycle.

They should ensure contacts or partners who have attended lambing ewes or other animals giving birth take appropriate health and hygiene precautions, including the wearing of personal protective equipment and clothing and ensure adequate washing to remove any potential contamination.

Pregnant women should seek medical advice if they experience fever or influenza-like symptoms, or if concerned that they could have acquired infection from a farm environment.

Farmers and livestock keepers have a responsibility to minimise the risks to pregnant women, including members of their family, the public and professional staff visiting farms.



Do You Pay for Your Prescriptions?

Prescriptions are free for:

- Men and women over sixty
- Holders of a valid maternity certificate
- Children under sixteen or up to nineteen in full-time education
- People who receive income support (check list on Form P11 from Social Security or Post Office)
- People with certain benefits
- Certain chronic conditions with a valid medical exemption certificate



If you are not entitled to free prescriptions, a 'season ticket' may save you money. This is a pre-payment certificate, please ask Dispensary for details.

A prescription prepayment certificate (PPC) lets you get as many NHS prescriptions as you need for a set price. If you regularly pay prescription charges, a PPC could save you money. The prescription charge in England is £8.60 per item.

A PPC can be bought online and costs:

- £29.10 for 3 months
- £104 for 12 months

Exemption cards should be presented each time you collect medication and must be valid and in date. Fines are issued by the NHS Business Services Authority if out of date cards are used to obtain free prescriptions.



Text Message Appointment Reminder Service

If you have a mobile telephone number recorded on your medical record, when you make an appointment you will automatically receive an SMS text message to confirm the date and time.

If you do not want this service you must inform Reception.

Please check that the Practice has your correct mobile telephone number when making appointments. If you are a young person who has your parents contact number on your medical record, you may consider updating this information if you now have your own mobile telephone number.

If you change your number, please remember to inform the Practice as soon as possible.

Telephoning the Surgery

Surgery telephone lines are operational from 8am to 6.30pm from Monday to Friday, excluding statutory public bank holidays and Quest training afternoons (listed on the back page). If you telephone at any other time your call will be transferred to Derbyshire Health United who provide cover out of normal working hours. Alternatively, you can call 111 for out of hours care.

If you wish to speak to a Receptionist please select option 1. If you require Dispensary please select option 2—please also be aware that prescription orders can only be taken after 11am by Dispensary.

The telephone lines are at their busiest between 8am and 11am. Please avoid calling at these times if your call is not urgent. If you telephone and both incoming lines are engaged, your call will be placed in a queue. Please stay on the line as your call will be answered by the next available operator. Remaining in the queue ensures that your call will be dealt with more quickly than if you put the phone down and try again later.



Why do I sometimes have to wait so long for my appointment once I have arrived at the Surgery?

The general nature of healthcare can be unpredictable. Sometimes patients present who are very poorly and have complex medical problems. The Clinician may not always be able to care for these patients within their allocated time slot, this in turn results in clinics running late.

From time to time there are emergency situations which, unfortunately, mean that you may have to wait longer.

Please ensure you arrive on time, and check in correctly. If you arrive late, or don't register your arrival on the 'patient check-in system', it can mean that you miss your appointment and have to wait until other patients have been seen or there is a convenient break in the clinic to catch up. Late arrivals impact on the rest of the clinic and often cause it to continue to run late.

Please inform the Receptionist if you are waiting for longer than 20 minutes.

Apologies if you do have to wait longer than you feel necessary—it is not intentional.

Hartington Surgery

Dig Street
Hartington
Buxton
Derbyshire
SK17 0AQ

Phone: 01298 84315
Fax: 01298 84899

Next issue available
from the Surgery in
Summer

Surgery Opening Times

Monday -
8am to 6.30pm
Tuesday -
8am to 6.30pm
Wednesday -
7am to 6.30pm
Thursday -
8am to 6.30pm
Friday -
8am to 6.30pm



Newsletter: This newsletter is also available to download from the Surgery website - www.hartingtonsurgery.co.uk - where you will also find lots of other useful information

Testing Urine Samples

Please ensure that you consult the Practice before bringing in urine samples for analysis.

Urine samples cannot be tested/unless the Clinician is aware of any symptoms, or reasons, why you have requested the test.

Please ensure that you have this information, preferably written down, before you bring in any samples.

Samples can only be accepted in sterile containers which have the patients name and date of birth clearly marked.



USEFUL INFORMATION

- Free public wi-fi is available in the Reception area, although it is subject to signal strength at the time.
- Drinking water is available at all times—please ask at Reception .
- If you want to speak to someone confidentially—please ask at Reception.
- Dispensary stock a range of ‘over the counter’ items such as, cold and flu remedies, hayfever/allergy tablets, pain relief and plasters, which can be sold to registered patients.
- If you move away from the Practice area you may still be registered at Hartington as an ‘Out of Area’ patient. Essential home visits will be provided by the 111 service, however, dependant upon your proximity to a pharmacy (within 1 mile) you may no longer be eligible to collect your medication from Hartington.
- If you are planning overseas travel and think you may need travel vaccinations, please contact the Surgery at least 4-6 weeks before you travel to allow enough time for the correct vaccines to be assessed and administered within the recommended time.
- Locum Clinicians have access to your full medical history, and documents, to enable them to help you in the same way as Clinicians that you have seen before.
- Gluten free food products and emollient bath oils, such as Oilatum and Balneum, are no longer available on prescription.

PLEASE NOTE THAT THE SURGERY WILL BE CLOSED ON THE FOLLOWING DATES FROM 12.30pm ONWARDS FOR TEAM TRAINING

14th February 2018
14th March 2018
11th April 2018
9th May 2018
13th June 2018
11th July 2018

August—no session
12th September 2018
10th October 2018
14th November 2018
December—no session

Please take these dates into account when ordering your repeat prescription