



Summer Newsletter

Field House Medical Group

Volume 1, Issue 1

GDPR—Privacy Notice & Consent



As you are probably aware as of 25th May 2018 new data protection laws came into force.

As such we have updated our privacy notice which you can find on our website, below are some of the key points when it comes to your medical records.

www.fieldhousemedicalcentre.nhs.uk

How we use your Medical Records

- ◆ This practice handles medical records in-line with laws on data protection and confidentiality.
- ◆ We share medical records with those who are involved in providing you with care and treatment.
- ◆ In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
- ◆ We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- ◆ You have the right to be given a copy of your medical record.
- ◆ You have the right to object to your medical records being shared with those who provide you with care.
- ◆ You have the right to object to your information being used for medical research and for planned health services.
- ◆ You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice

privacy notice on the website or speak to a member of staff for more information about your rights.

Keeping your personal data safe and secure continues to be a priority for us.

As we have a legitimate interest in keeping in touch with you, you will continue to receive communications from us related to healthcare.

However, we recognise that not everyone will be passionate about reading our newsletter or interested in receiving practice emails or text messages about appointments.

Therefore from 1st July we will be switching off everyone's text reminder service and asking patients to complete a new consent form for:

- Text messaging
- Emails
- Summary Care Record

Inside this issue:

<i>GDPR cont...</i>	2
<i>Appointment System</i>	2
<i>Staff changes</i>	3
<i>Patient Access</i>	4
<i>Telephone Changes</i>	4

Future Developments

- We are undergoing a price review of non-NHS services. On completion these will be posted on our website.

Cont ... page 2

GDPR cont

You can find these consent forms either on the website or at reception. Text reminders will only be sent to patient aged 16 years and over and each patient will need to complete their own consent form.

Consent to share information

In the past you may have completed a form or given us verbal consent to

share information with your next of kin or carer. Due to the changes with GDPR we will be reviewing this consent and asking patients to sign a new more detailed consent form. As with the other consent forms these can be found at reception or on the website, there is also a form to remove consent if you change your mind.

Under GDPR in England the age for consent to share information is now 13 years.



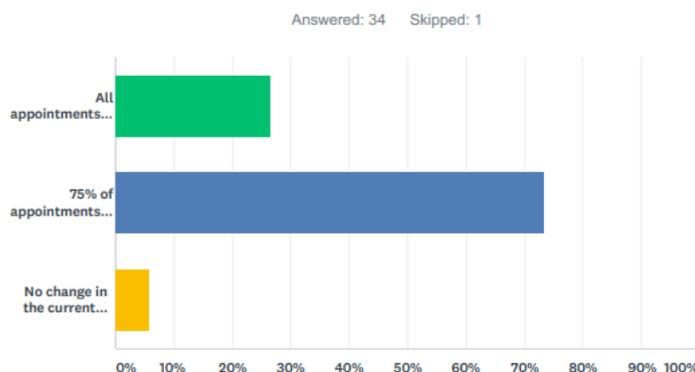
Appointment Changes

As you are probably aware there is a national shortage of GPs, we have been putting an action plan in place to help us manage this shortage and as part of that process we have been considering changing the way you book your appointments.

We have run a recent questionnaire of patients attending the practice which has indicated that patients would prefer to have most GP appointments available for booking on the day. Therefore from 1st September we are proposing to change the appointment system so 75% of GP appointments are bookable on the day, these will be released in two waves morning and afternoon. The other 25% of appointments will still be available to book in advance but only 48 hours before the appointment. More of these appointments will be available for booking online, though the questionnaire indicate that only a small number of patients wished to book in this manner. We hope these changes will also reduce the number of appointments that are wasted due to non-attendance.

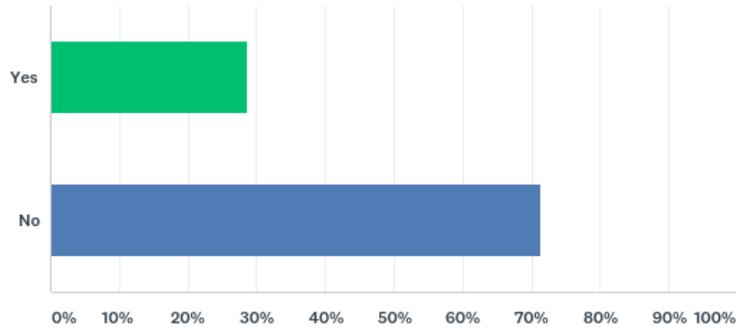
If you would like to make any suggestions or comment on this proposed change please e-mail us at nel.b81031@nhs.net or you can complete a Praise or Grumble form found on our website or in the waiting area, we will be open to patient comments and suggestions until 1st August 2018. There were 100 questionnaires handed out we received a 35% response, therefore if we receive a lot of comments to indicate this is not what patients want we will review the change further.

Q1 How would you prefer we release GP appointments?

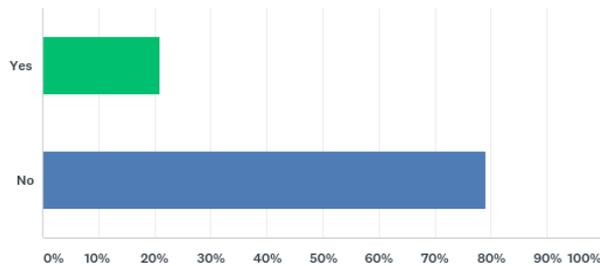


ANSWER CHOICES	RESPONSES
All appointments will be released on the day in two blocks at 8:30 and 12 noon. (Appointments would be available on-line and over the phone)	26.47% 9
75% of appointments are released on the day (as above) and 25% pre-bookable (48 hours in advance)	73.53% 25
No change in the current appointment system.	5.88% 2
Total Respondents: 34	

Q2 Do you book your GP appointments on-line?

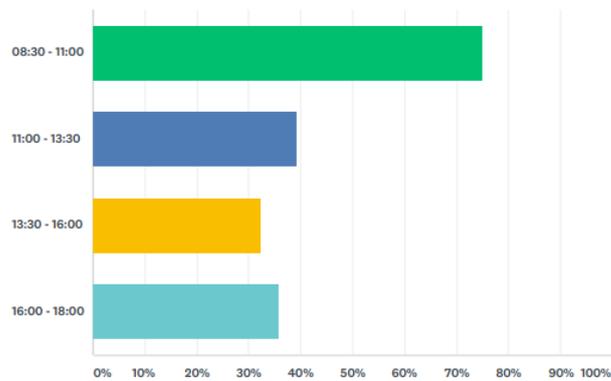


Q3 If you answered NO to Q2, would you be interested in signing up for on-line booking?



Q4 What time of day would you prefer to attend for GP appointments?

Answered: 28 Skipped: 7



ANSWER CHOICES	RESPONSES	Count
08:30 - 11:00	75.00%	21
11:00 - 13:30	39.29%	11
13:30 - 16:00	32.14%	9
16:00 - 18:00	35.71%	10
Total Respondents: 28		

Staff Changes

Along with reviewing the appointment system we have also been making some staffing changes. A new pharmacist and practice nurse have been appointed and will be starting soon. We have an advert out for two new receptionists and a HCA apprentice. Dr Buckley is now back from her maternity leave.

Field House Medical Group

Freshney Green Primary Care Centre
Sorrel Road
Grimsby
DN34 4GB

Phone: 01472 254600
Fax: 01472 254610
E-mail: nel.b81031@nhs.net

www.fieldhousemedicalcentre.nhs.uk

Message from Patient Access

The all-new Patient Access is now up and running.

Sincere apologies if any patients have had difficulties accessing the service since we launched. We believe these issues have affected no more than 1% of Patient Access users and we have resolved the large majority of them.

We're so sorry for any inconvenience caused, please rest assured we are putting all available resources behind fixing any remaining issues.

If you are having any problems accessing the new system please call reception. We will continue to help you the best we can and report any further issues to Patient Access.

BT Call Back & Telephone Changes

We would like to remind patients that BT call back does not work with our telephone system.

We will soon be updating our telephone system, this change will mean all telephone calls will be recorded. The telephone message will be update to indicate the change when it happens.



Travel Vaccinations

We will no longer be providing non-NHS travel vaccinations but our nurses will continue to provide advice about what vaccinations you require before you travel.

Remember to check whether you need vaccines as soon as you book your holiday. If you would like further information on travel vaccinations please complete one of our Travel Leaflets, these can be found at reception or on our website.

