

GREYSTOKE GAZETTE

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Practice News

Adding your photograph to our clinical record

The Surgery is offering a new service to patients – Taking Patients Photos to Aid ID Purposes. It is entirely optional and patients should not feel obligated to have this done, but the following information lists some reasons why we think this is a positive step.

- Enables us to ensure the confidentiality security of patient's personal information
- Enables us to confirm a patient's identity thus avoiding identity and prescription fraud
- Enables us to ensure medical errors are avoided by treating the wrong patient, especially those with similar names

We are incorporating this into the new patients' registration process and wanted to offer this out to all other patients too. If you would like to have your photo taken and attached to your clinical record, please complete a consent form and present to reception at your convenience. A patient information leaflet with further information is available from reception.

Patients with Persistent DNAs (Did Not Attends)

The practice is currently averaging at 180 DNAs per month for GP and Nurse Appointments. This has a knock on effect in that it increases waiting times for patients to be seen by the clinicians. Obviously, the practice would prefer patients don't have to wait too long to be seen so we are implementing our DNA Policy. (Copy available from reception).

We are sure that the majority of our patients do not intentionally fail to turn up. Sometimes people do genuinely forget or they forget to telephone to cancel a pre-booked appointment. We hope you can help us to reduce the number of lost appointments by taking any necessary steps you can to avoid this situation.

A missed appointment will be classed as a DNA when a patient misses an appointment or does not give more than one hours' notice that they will be failing to attend their specified appointment.

We hope you agree that you receive a fantastic service from Greystoke clinicians and anything you can do to help us improve access to them would be greatly appreciated

Mobile Texting Service

The practice is in the process of preparing to use a mobile texting service. This service will be used to send reminder texts to patients regarding upcoming clinic appointments, and in the future to send requests to speak to the doctor / nurse or book an appointment. We may also use this service to contact patients about health promotion.

We always strive to maintain confidentiality of your information and will continue to do so while using this system. To help us do this, it is important that you let us know if you change your mobile number in the future. Messages are generated by an NHS secure service; however they are transmitted over a public network to a personal phone. The practice will never transmit any information that would enable an individual patient to be identified.

To sign up to this service, please contact reception on 01670 511393 and advise you do want to receive texts when they become available and confirm the mobile telephone number you wish to use. Alternatively, you can complete a text messaging consent form available from reception. Each member of the family must give their individual consent. Only patients aged 16 and over are able to sign up to this service.



Join the 28 day challenge!

It's not too late to start. Visit <https://www.nhs.uk/smokefree/stoptober> where you can sign up to an app, e-mail support, read patient stories and message their new Facebook Messenger bot. Alternatively our practice nurses are very happy to offer a 1:1 service here.

Reading Well can help you cope with the pressures of life, feel better about yourself and boost your confidence using books. The Reading Well books have been chosen by young people and health experts to help you with difficult feelings and experiences that can affect your wellbeing. The books have information and advice as well as personal stories about dealing with feelings such as anxiety, depression or stress and experiences such as bullying. Look out for the books in your local library .

The books on the Reading Well list offer tips and ideas to help you understand and manage your emotions as well as cope with difficult situations. Some of the recommended books suggest useful self-help techniques. There are also personal stories, graphic novels and fiction. Reading about other people's experiences and feelings can sometimes help you understand your own. There are more suggestions about useful fiction at: reading-well.org.uk/shelfhelp

It's easy and free to join your local library. Some libraries may need proof of your name and address and may require permission from an adult if you're under 16. A member of library staff will help you join – and once you have a library card, you can take out any of the books there.



You don't need to struggle on your own. Your GP will be able to offer help and advice. You might also find it helpful to talk things through with people you trust such as your parents, a friend or a teacher, or a school nurse or counsellor if you're still at school. For support mycamhschoices.org has information and short films on mental health services or visit youngminds.org.uk, a national charity committed to improving the emotional wellbeing and mental health of young people.

The following organisations offer support and counselling:

Childline childline.org.uk 0800 1111 24 hours a day, 7 days a week

The Samaritans samaritans.org 116 123 24 hours a day, 7 days a week



Flu vaccines

Our last Saturday clinic for adults was October 8th but don't worry we are running catch up clinics for anyone who missed their vaccine. Please ring reception and ask for an appointment. We are awaiting the arrival of the nasal vaccines for children and will be sending letters out to all eligible children as soon as they arrive.

Vitamin D

Vitamin D is an important vitamin for our muscles and bones. We obtain the majority of our vitamin D from sunlight. Public Health England have now recommended that everyone over 5 should consider buying a 10mcg supplement from a pharmacy and taking it daily from October until March. Those with reduced sunlight exposure and dark skin should take it all year round. If you have a child under 5 your health visitor will advise you on the dose recommended and how to obtain it for your child.

