

GREYSTOKE GAZETTE

ISSUE 77

OCTOBER—NOVEMBER 2017

PATIENT PARTICIPATION GROUP

A group of volunteer patients meets 6 times per year, providing an opportunity for general comment on the day to day running of the practice from the patients' point of view. In particular, it seeks to:

- Ensure that services provided are responsive to patients needs.
- Carry out surveys and provide information on topics relevant to the effective management of the practice.
- Raise public awareness of the services and facilities available.
- Support the practice in its dealings with other organisations.

If you have an issue to raise or suggestion to make following your visit to the surgery, please contact: Jennifer Dollman (Practice Manager) Tel: 01670 511393 jenniferdollman@nhs.net

OR

John Walton (PPG Chairman) Tel: 01670 512087 jhwalton@btinternet.com

If would like to know more about the work of the group or are interested in taking part, please get in touch. We do try and encourage a broad spectrum across all age groups within our surgery population and are particularly keen to encourage younger members to join our group.

Doctors rota.

AN IMPORTANT NOTE ON EXTENDED HOURS. PLEASE BE AWARE THAT THESE HAVE CHANGED SINCE THE LAST GAZETTE. Greystoke Surgery is part of a group of surgeries that are currently undertaking a trial of providing extended access in line with the government directive of improving patient access across Northumberland. This will provisionally be until the end of March 2018. Appointments are available between 6.30-7.30pm on Tuesdays with either Dr Ridley, Dr Elphick or Dr Thompson; Dr Glennie or Dr Denman on Wednesdays and Dr Elphick or Dr Kurian on Thursdays. The current working pattern of the Doctors is as follows. Please note there are some minor changes since the last gazette but all aspects of the rota are subject to change.

	Monday	Tuesday	Wednesday	Thursday	Friday
AM	Dr David Ridley	Dr Lucy Carrie	Dr Lucy Carrie	Dr Jane Elphick	Dr Graeme Denman
	Dr Jane Elphick	Dr David Ridley	Dr David Ridley	Dr Karen Thompson	Dr Matt Kurian
	Dr Richard Glennie	Dr Jane Elphick (alternate weeks)	Dr Richard Glennie	Dr Matt Kurian	Dr Jane Elphick
	Dr Matt Kurian	Dr Richard Glennie	Dr Graeme Denman	Dr David Ridley / Dr Richard Glennie	Dr Karen Thompson
	Dr Karen Thompson	Dr Graeme Denman		Registrar	Dr Richard Glennie / Dr David Ridley
	Registrar	Registrar			Registrar
PM	Dr David Ridley	Dr David Ridley	Dr David Ridley	Dr Jane Elphick	Dr Matt Kurian
	Dr Richard Glennie	Dr Graeme Denman	Dr Richard Glennie	Dr Matt Kurian (teaching)	Registrar
	Dr Karen Thompson	Dr Thompson (teaching)	Dr Graeme Denman		
	Dr Lucy Carrie	Dr Jane Elphick	Registrar		
	Registrar	Registrar			

System Online: Records Access, Greystoke Surgery Morpeth

If you wish to, you can request access to view your medical records online through the Patient Access online service. If agreed, we will allow access to view all the clinically-coded information in your record from 1st January 2015, such as problems, consultations, medication, test results, immunisations and allergies.

How to apply for online access to your medical records

In order to view your medical records online, you will need a Patient Access account. You can register for a Patient Access account by contacting Reception.

For security reasons you will not have access to view your medical records straight away. Instead, you will need to request that this service is activated. We are required to verify your identity to do this, so please bring some photo identification with you.

If you already have a Patient Access account but do not currently have online access to your medical records, you can request this service online, or by contacting Reception. Your GP will need to grant permission to view your clinical record and once you have permission, you can view your medical record by logging into your account and clicking on View your medical record.

Keeping your online health records safe and secure

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

Please note that the practice has the right to remove online access to services for anyone that doesn't use them responsibly.

Things to consider before applying for online access

Before you apply for online access to your medical record, there are some other things to consider:

- There may be something you have forgotten about in your record that you might find upsetting.
- If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.
- It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.
- If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.
- Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.
- If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

Please click on the following links for more information:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/overview.aspx>

http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/what_to_do.aspx

If you have any questions or concerns, please ask to speak to Mrs Jennifer Dollman, Practice Manager or Mrs Marie Finlay, Office Manager.

Dr Richard Glennie, GP IT lead and Caldicott Guardian
on behalf of Greystoke Surgery.



Freshers warned against self-prescribing

As another academic year begins, freshers and university students being warned by the Medicines and Health Regulatory Agency of the possible dangers to their health from self-prescribing and self-medicating with powerful prescription medicines.

Sadly the purchasing of prescription only medicines such as anti-anxiety medicines and benzodiazepines outside the regulated supply chain remains prevalent despite repeated warnings against self-medication.

When buying medicines outside the regulated supply chain you risk ending up with potentially dangerous or useless unlicensed medicines sold by illegal online suppliers. It also increases the risk of being ripped off through credit card fraud or having your identity stolen.

Visit www.gov.uk/fakemeds for tips on buying medicines safely online and how to avoid unscrupulous sites.



Vitamin D supplements

In spring and summer, most of us get enough vitamin D from sunlight on our skin and a healthy, balanced diet. During autumn and winter (from October until the end of March) the sun isn't strong enough in the UK to produce vitamin D. That means we have to rely on getting it just from the food we eat. Because it's difficult to get enough vitamin D from food alone, many of us risk not getting enough. Taking a supplement helps to keep levels of the vitamin topped up during the colder months.

Public Health England advise that adults and children over the age of four should consider taking a daily supplement containing 10mcg of vitamin D, particularly during autumn and winter. Vitamin

D supplements are widely available from supermarkets and chemists.

People who have a higher risk of vitamin D deficiency are being advised to take a supplement all year round. The at-risk groups include people whose skin has little or no exposure to the sun, like those in care homes, or people who cover their skin when they are outside. People with dark skin, from African, African-Caribbean and South Asian backgrounds, may also not get enough vitamin D from sunlight in the summer. They should consider taking a supplement all year round as well.

It is recommended that children aged one to four years should have a daily 10mcg vitamin D supplement all year round. As a precaution, all babies under one year should have a daily 8.5-10mcg vitamin D supplement to make sure they get enough. Vitamin drops are available for babies. Your health visitor can tell you where to get them. These are available free to low-income families through the Healthy Start scheme. However, babies who have more than 500ml (about a pint) of infant formula a day don't need a vitamin D supplement as formula is already fortified.

New Sexwise online resource

Sexwise is a new national online resource to help the public make healthy, safe and informed choices about sexual and reproductive health and wellbeing. It's part of the PHE-funded national health promotion programme for sexual and reproductive health, delivered by sexual health charity FPA. The resource covers contraception choices, sexually transmitted infections, sexual wellbeing, planning a pregnancy and unplanned pregnancy.

<https://sexwise.fpa.org.uk/>

Health Trainers

Health trainers offer a friendly and professional free service to anyone living in Northumberland who is over 16 to help people stay healthy and prevent illnesses such as cancer or heart disease

They can offer advice, support and information for up to 12 weeks about:

- Eating a healthy, balanced diet
- Getting more exercise
- Giving up smoking
- Controlling your alcohol intake

They typically work 9am to 5pm Monday to Friday, but early evening appointments can also be arranged up until 8pm.

Health trainers can work one to one with individuals or with groups to:-

- Help improve your general well-being by identifying ways of improving your lifestyle and help you to plan and carry out those changes
- Provide information on healthy eating, weight management, making nutritional meals and snacks
- Introduce you to an exercise class or activity and accompany you if it will help
- Offer encouragement and support to maintain your new healthy lifestyle
- Take your blood pressure and carbon monoxide readings
- Signpost you to other local services
- Work with individuals to draw up personal health plans.

They will work with you to come up with a plan of action that will help you achieve your health goals and can put you in touch with other services, leisure centres, community groups and projects.

Your GP or nurse can refer you to a health trainer or you can get in touch directly on 01670 623 840. They can make appointments near to where you live or work, including community or leisure centres, children's Sure Start centres, at our surgery or a local pharmacy.

Can You Move Out Of Your Comfort Zone?

Our comfort zone is a behavioural and emotional space where our activities and behaviours fit a routine and pattern that minimises stress and risk. It provides the comfortable state of mental security, low anxiety and reduced stress. It was identified by psychologists Robert M Yerkes and John Dodson in 1908 who explained that staying safely in our comfort zone allows us to maintain a steady level of performance in our lives and at work.

However, to maximise our performance and productivity, to stretch ourselves and to grow, we need to move out of our comfort zone into less familiar, less safe zones, where our stress and anxiety levels are raised. What holds most of us back from stepping out of our comfort zones is fear – fear of the unknown or fear of failure. However, if we mentally convert those feelings of fearfulness into feelings of excitement and opportunity we can begin to overcome them and step outside our comfortable cocoons. When you next feel afraid of trying something new, try viewing the butterflies in your stomach in this positive light - don't hold back but step out into the wide world of new experiences, challenges, the chance to follow your dreams and fulfil your potential.



Car Park

Week beginning 20/11/17 will see work been started on the car park over two weeks.

Most of the work at the main entrance involving the removal of the barriers and stone bollards will be done mainly at the weekends to minimise disruption.

Background to the project.

The Project has been driven by NHS Property Services at a National Level to review the safety of the car parks to all their owned premises in response to some significant incidents. Safety audits were undertaken and works packages developed.

