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Welcome to our second spring newsletter, we have now been providing you with interesting and informative information via our newsletter for a year now, we hope that you continue to find it useful and if you have anything you would like to contribute for a future edition please do not hesitate to let us know.

We have lots of ways for you to keep in touch with the practice, face to face, over the telephone or via our Practice website at [www.stmargaretsGPsurgery.net](http://www.stmargaretsGPsurgery.net). Also don't forget to let us have your e-mail address so that we can add it to your records and also please make sure you tell us about any changes to your personal details including up to date landline and mobile telephone numbers.

**SHARING YOUR INFORMATION**

There has been lots of press coverage recently about the various initiatives that are currently going on with regard to sharing your medical information. We have a legal duty to protect all patient information that we hold at the practice and we want to ensure that patient confidentiality is not breached in any way. Here is a brief summary of what the initiatives are and what action you should take:

- Summary Care Records – this NHS initiative has been around for the past couple of years, unless you opted out information relating to your allergies and current medication is available at hospitals and surgeries around the U.K.
- Care.Data – this government initiative is currently on hold and there has been a lot of press coverage. Your data may be shared with many organizations that are not concerned with your health. We are not able to opt out of this as a practice therefore it is important that you let us know as soon as possible if you wish to opt out, there are forms from reception for you to complete that will ensure your data is kept secure.
- Central Care Records – this Solihull CCG initiative is to make your data available to only services within the Solihull area, at the moment we as a practice have opted out of this however if you wish to opt out yourself then please let us know as soon as possible.

If you have any queries about how we protect your information and ensure it remains secure at all times, please ask at reception and someone will answer your questions, there will soon be more information available on the website at [www.stmargaretsGPsurgery.net](http://www.stmargaretsGPsurgery.net). There is also a notice board in the entrance hall with more information.

**Practice reminders:**

We are currently offering shingles vaccines for anyone who is 70 and also catch up vaccines for anyone who is 79, so please book an appointment with the nurse soon. We are also asking anyone over 65 to come in for a pneumonia vaccination so again please book in with the nurse

Now is the time to think about your travel vaccinations if you are planning a trip abroad this year, our nurses are always available for travel advice. Please fill in a Travel Assessment form at least 8 weeks before you are planning to travel, this can either be collected from surgery or downloaded from the website at: [www.stmargaretsGPsurgery.net](http://www.stmargaretsGPsurgery.net). Once you have filled in the assessment form the nurse will decide which vaccinations you need and we will contact you in order to arrange the appropriate appointments. The nurse will also discuss other aspects of your health that may be applicable when you are abroad in order to keep you healthy and safe whilst you are away.

Don't forget you can now order your prescriptions in the following ways:

- Using your tear off slip
  - By fax on 0121 765 0161
  - Via the practice website at [www.stmargaretsGPsurgery.net](http://www.stmargaretsGPsurgery.net) please ask at reception.
- By E-mail on [solccg.stmargarets@nhs.net](mailto:solccg.stmargarets@nhs.net)
- Please ensure you allow 24 hours for processing before collecting your prescription



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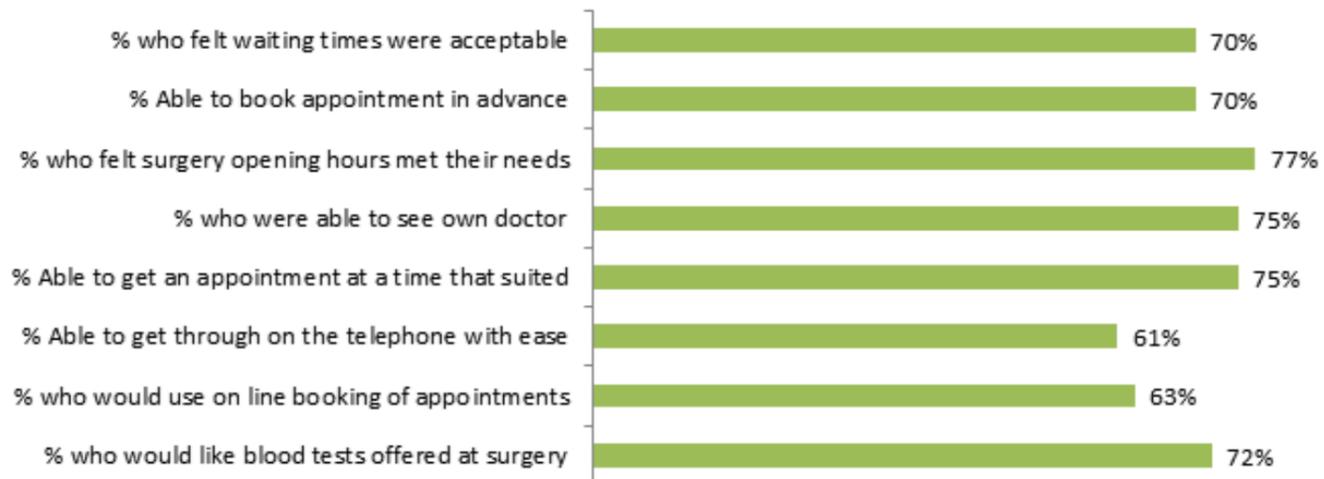
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## PRACTICE SURVEY

The NHS is getting lots of bad press at the moment however here at St Margaret's we have lots of positive things to report following our survey that patients took part in during December and early January.

We would like to thank everyone who took the time to complete the survey either on line or in here in the surgery, your input is important to us if we are to improve the services we offer and the way that the surgery is run.

### Patients were asked if they encountered any problems booking an appointment with a doctor



This shows that we do still have some work to do as we are aiming for the percentages to be above 80%

These are the main comments that were made by patients and our practice outcomes

Patient comment	Practice Outcome
Automated Telephone Booking	We now offer on line booking alongside telephone booking
Appointments were an issue when I worked full time	We are looking at how this could be improved
Additional telephone lines to help early morning	We have 4 lines coming in to the surgery, all manned first thing in the morning
Better Car Parking	We are looking at what can be done to improve this
It is very difficult to see the doctor	We do offer more advanced appointments now
To have a number of appointments for advanced booking	We now offer approximately 25 appointments daily that are available to be booked in advance
One GP to work of an evening	Will be discussed at a future practice meeting
Re-mark disabled spaces, requested before	Planned to be done by the end of March
Even emergency appointments not available sometimes and we have to go to A&E	We now have emergency appointments available every day and the walk in centre is suggested if not
On Line booking would be helpful	Now offer on line booking
Both telephone and on line booking are good	Both are an option
Could prescription be sent to Olton Pharmacy	We are able to send prescriptions to any local pharmacy
I sometimes can't see my own GP because she is part-time but I have no problem seeing other GPs	All other GPs are full time

Does not need improvement I have been a patient for 7 years and have always felt respected

No suggestion for improvement

I am very happy with the efficiency and the way I am dealt with

You do marvellous!

The service has improved over the last few months

OK as it is

Receptionists, nurses and doctors at practice are very kind and helpful

Telephone appointments are helpful

Doing fine as it is thank you



These results are available in full at the practice and will also be available to view on line very shortly.

## The hay fever season will soon be upon us.

Many cases of hay fever can be controlled using over the counter medication available from your pharmacist and a visit to the doctor is not always necessary however if your symptoms are not controlled or are particularly severe you should make an appointment to see your GP as you may benefit from prescription medication. There is a lot more information available on the NHS choices website at: <http://www.nhs.uk/conditions/hay-fever/pages/introduction.aspx>



## Reducing Medicines Waste

Unused prescription medicines cost the NHS in the UK an estimated £300million every year.

Only order the medicines that you need

- Please let your GP know if you've stopped taking any of your medicines
- Check what medicines you still have at home before re-ordering
- Discuss your medication with your GP or Pharmacist on a regular basis
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need
- If you don't need the medicine please don't order it! If you need the medicine in the future you can still request it.

Remember that unused medicines cannot be recycled

- Even if you never open them, once medicines have left the Pharmacy, they cannot be recycled or used by anyone else.
- Please bring your unused medicines to the Pharmacy for safe disposal



The practice will be closed on the following Public Holiday dates

Good Friday, 18.04.2014  
Easter Monday, 21.04.2014  
May Day, 05.05.2014  
Spring Bank holiday, 26.05.2014

