

# St Margaret's NEWS

April 2016



The 1st of April marks a contractual requirement for GP practices to offer patients access to information in their online medical record, to comply with new NHS ENGLAND guidelines.

As of this date patients will be able to request access (written pro-forma) to their detailed 'coded' information. Detailed Coded information may be to include, BP readings, Procedures, Immunisations, Blood & Urine Test Results, Allergies and Medication. This is a huge step up from the services we currently offer, and we appreciate your help in this matter.



We would also like to inform you to the changes in guidelines for access to the online record for young people. Guidelines advise that no access to detailed 'coded' information should be given to those aged 11-16. We have therefore adopted this policy. If you are interested in these enhanced services please ask at reception for further information.

# Congratulations



We are extremely proud of our Practice Nurse, Sharon Sutton, who has won the Primary Care Nursing Team 2016 award for the Solihull Respiratory Team. Sharon set up and organises this group in her own time which brings together professionals from across the borough to give a wider depth of knowledge and support in treating Respiratory diseases.



We are welcoming a new Health Care Assistant, Nicola Lloyd. She will be running various clinics on Mondays, Thursdays and Fridays to complement our well led nursing team.



### Changes in reception

You may have noticed a few changes in reception. We have lowered the reception desk and installed a glass screen. This is for better patient confidentiality reducing phone calls/conversations being overheard in the waiting room. Also, a new notice board in the waiting room has been fitted, which we are currently in the process of updating. We hope you agree this is a great improvement.



### Help us reduce our DNA's

February saw one of our highest 'Did not attend' figures with 40 doctors' appointments missed and 34 Nurses' appointments missed. We all know how frustrating it is to not get an appointment at the surgery so we would ask that if you are unable to attend an appointment that you inform us at the earliest opportunity to enable the appointment to be offered to another patient.



Please continue to pass on your email addresses and mobile phone numbers. Make sure you keep us updated with any changes to numbers and /or addresses. There have been several incidences recently when we have been unable to contact patients causing delay in passing on vital information.



In January we prescribed **10,163** items at our surgery at a cost of **£100,036.00**

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