



# Longton Health Centre – Newsletter June 2018

Find our Newsletter and much much more on our web site

[www.longtonhealthcentre.co.uk](http://www.longtonhealthcentre.co.uk) OR click, like and share our Facebook page for handy health reminders at Longton Health Centre Lancashire

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## GDPR May 25<sup>th</sup> 2018

The General Data Protection Regulation (GDPR) is a new, Europe-wide law that replaces the Data Protection Act 1998 in the UK. It is part of the wider package of reform to the data protection landscape that includes the [Data Protection Bill](#). The GDPR sets out requirements for how organisations will need to handle personal data from 25 May 2018.

The GDPR applies to ‘personal data’, which means any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. You can find more detail in the [key definitions section of our Guide to the GDPR](#).

There are additional rules in the GDPR for organisations processing special category data. This includes information about an individual’s health.

**Longton Health Centre has developed a Privacy notice and patient information that explains in more details how and when we share your information and when we need consent to do this. Please go to our website – [policies](#) or [reception](#) for further details**

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### CONSENT

GDPR has meant that some consent criteria has changed and therefore we have been contacting patients via text message or letter to inform our policies have changed and we perhaps need to get further consent from you to access our services.

#### TEXT messages

- Any patient with a mobile number has been contacted to ask if they still wish to receive text message reminders of their appointments, health messages or invitations to health appointments via text message. If you have replied to the text message we have your information and you will continue to receive messages or if you have opted out the text messages will cease
- For those patients **who did not reply** you will no longer receive appointment reminders or other health messages via text. If you now wish to change your option to receive text messages from Longton Health Centre please contact reception and inform you now consent to receiving text messages and we will activate this consent or send a message via the comments box on our web site, stating your name address, date of birth and NHS number and the words “I Consent to text messages”
- If in the future you wish to opt out you can do this at any time by informing us via reception or the comments box on the web site

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#### Letters to under 21 year old patients who have registered for patient access or have parent or guardian consent on their patient record

We now need to re- gain consent from 13- 16 year olds to give access to your health records or speak to a clinician to your parent/guardian – please contact the surgery for further details

#### Patient Access

Any patient now needing extended service access other than just prescription or appointments will need to

#### Accessible Needs Policy

If ANY patient is unable to access our services due to frailty /age /medical condition/language /dependent or for any other reason please contact the surgery where we will be happy to discuss your individual need and explain the systems further

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## **Carer/Parent/Guardian/Advocate/have Health Power of Attorney/Relative**

If you need access to another patient's record or speak on their behalf we need consent from the patient, please contact the surgery for further advice and help

### **Need help with CONSENT?**

Please contact the surgery and we will be happy to explain any details further

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## **National data opt-out choice available to patients from 25 May 2018**

- The NHS wants to make sure you and your family have the best care now and in the future. Your health and adult social care information supports your individual care. It also helps the NHS to research, plan and improve health and care services in England.
  - There are very strict rules on how this data can and cannot be used, and you have clear data rights. The NHS is committed to keeping patient information safe and will always be clear on how it is used.
  - You can choose whether or not your confidential non-identifiable or anonymous patient information is used for research and planning.
  - For further information and details of how to opt out please click on link below or ring the NHS help line number
    - <https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>
    - Call: 0300 303 5678
    - **Please note whilst your GP practice can guide you to this information GP practices Do not administer the opt out service Patients will be directed to do this themselves**
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**The on line "APP" is changing to the icon above – please check your app for any updates needed Patients can Register to see future medical records on line/keep track of your medical record including problems, test results, immunisations and allergies/make appointments and order prescriptions/Share securely your information with healthcare professionals outside your practice/proxy access for carers and relatives – coming soon**

To register present at the practice with two forms of id /one photo and both with the address you are registered at the practice on.

Patients already registered for online appointments and prescriptions and require advanced access to their medical records you will need to **present at practice also in order that a further consent form can be signed and your id checked as above**

**Without ID and a signed consent form we cannot allow enhanced Patient Access service**

### Telephone Appointment Survey

We recently performed a telephone survey asking if Patients would prefer a call queuing system or if they would prefer the current system whereby if the phone lines are busy you receive an engaged tone.

The survey results suggested that the majority of respondents would like a call queuing system

Other comments:

- for more staff to answer the lines at peak times
- were we aware that on occasion the phone line cuts off without ringing at all

You said	We did/or reason we cannot achieve
More staff at peak times to answer calls	More staff are now available at peak times
Call queuing system	Our supplier has advised us that due to technicalities we now can no longer be upgraded to the call queuing system, however this is to be resolved later on in the year . For now we are to continue using the system currently in place
Phones cut off	We have advised our supplier and they are working with us to correct this problem-

### Appointments

You said	We did/or reason why /or why we cannot achieve
Why do I need a telephone triage appointment when I know I need to be seen	Telephone triage is changing instead patients will be able to choose if they need a GP face to face appointment or if they need a GP telephone appointment. Or the reception may signpost to the most appropriate type of appointment
I cannot book further than a week in advance	From June 4 <sup>th</sup> we will be releasing pre bookable appointments to book on line or at reception up to 2 weeks in advance on a rolling basis
I can't get through on the phone to make an appointment	Try calling outside of peak times if non urgent call or enquiry – peak times 8-9/3.30 to 4.30 - Keep redialing until a line becomes free Book appointment on line – register for patient access
I think my problem can be sorted out over the phone by a clinician instead of coming into the surgery which takes valuable time out of my day. I would like the availability of a telephone appointment	We have introduced longer telephone appointments that patients can book on line or at reception. These are NOT triage appointments rather problems that can be sorted out over the phone rather than face to face Examples maybe: <ul style="list-style-type: none"> <li>• Medication enquiries</li> <li>• Questions regarding a recent hospital appointment</li> <li>• Follow up from a previous face to face appointment with a clinician</li> <li>• A new clinical problem</li> </ul>
Why do the reception staff ask what the nature of my problem is	In order to signpost you to the correct service – we have many services that as patients you may not be aware of , we also work with external health partners who offer help and advice. Therefore direction is required

<p>Why can I not just see the GP for all my healthcare needs</p>	<p>The NHS has and still is under extreme pressure both financially and resource wise. The NHS resilience programme asked GP practices to look at different ways to help patients so in some instances you can be signposted to a different care service for your need leaving the GP available for complex medical needs .</p>
<p>Examples of external redirection where you do not need to contact a GP or the Practice for an appointment.</p>	<p><b>Minor illness – Minor ailments scheme at your local pharmacy</b>  <a href="https://www.nhs.uk/live-well/healthy-body/common-illnesses-your-pharmacist-can-help-with/">https://www.nhs.uk/live-well/healthy-body/common-illnesses-your-pharmacist-can-help-with/</a>  <b>Stop Smoking Service -</b>  <a href="http://www.quitsquad.nhs.uk/index.php">http://www.quitsquad.nhs.uk/index.php</a>  <b>Just found out you are pregnant -</b>  <a href="https://www.lancsteachinghospitals.nhs.uk/pregnancy-self-referral/">https://www.lancsteachinghospitals.nhs.uk/pregnancy-self-referral/</a> - 01772 524726  <b>Ear syringing/Dressings – Treatment room 644151/153</b>  <b>Common mental health problems such as stress, depression and anxiety for Over 16yrs– 01772 773437</b>  or <a href="https://www.lancashirecare.nhs.uk/Mindsmatter-How-To-Access">https://www.lancashirecare.nhs.uk/Mindsmatter-How-To-Access</a>  <b>Drug and Alcohol Services- Any age – drop in service available - 01772 676000</b>  <a href="http://www.gmw.nhs.uk">www.gmw.nhs.uk</a>  <b>NHS Choices has a wealth of knowledge and advice -</b>  <a href="https://www.nhs.uk/pages/home.aspx">https://www.nhs.uk/pages/home.aspx</a>  <b>Longton Health Centre Web site –</b>  <a href="http://www.longtonhealthcentre.co.uk">www.longtonhealthcentre.co.uk</a></p>
<p>Examples of Internal at practice redirection where you do not need to see/speak to a GP</p>	<p><b>Sick Notes</b> – if you have already been seen by a GP or at the hospital the reception staff can take your details and simply order the sick note for you  <b>Repeat Medication</b> : Order on line or on your white paper prescription slip or post in drop off box located in reception or outside by front door  <b>Nurse /GPA appointment</b> - they run a wide range of appointments see our web site or patient leaflet for more information</p>
<p>I have not got an appointment yet for my referral</p>	<p>When a GP refers you your referral is sent to a booking management team – if you have not heard from the team either by letter or phone within 2 weeks of your referral been done by the GP please  <b>Contact the Booking Management Centre on 325100</b></p>