

NHS

## CAR PARK

Unfortunately our plans to extend the carpark were squashed. NHS England retracted funding for this and we have been left in limbo as to what is actually happening.

**WE DO NOT OWN THE CAR PARK!!**

## CHRONIC DISEASE RECALLS:

If you fall into one of the following categories we will be calling you in for you review on the month of your birth:

Chronic Heart Disease	Diabetes	Asthma	Chronic Kidney disease
Stroke	COPD	Dementia	Peripheral Artery Disease
Hypertension	Mental Health	Rheumatoid Arthritis	



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We are committed to giving all our patients the best possible service.

This will be achieved by working together. Help us to help you.

Patients have the right to be greeted in a welcoming manner in all circumstances and have the right to be treated with courtesy and dignity irrespective of their race, colour or ethnic origin.

Staff whom you meet face to face will wear a name badge so that you know who they are and what they do.

Patients will normally be seen within 20 minutes of their appointment time. When there is likely to be a delay, patients have the right to be informed.

The practice will offer advice and seek to inform patients how they can promote good health and avoid illness.

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# PARK VIEW GROUP PRACTICE

## FLU SEASON

- Flu Season
- Active Signposting
- Weekend/evening appointments
- Patient Access
- EPS
- Communication
- Appointment Attendance
- NHS Health checks
- Staff News
- GDPR
- Awareness Months
- Chronic disease recalls

Influenza is here in the wider community and we have three cases among pregnant women but no links between them. There have been a couple of outbreaks of illness in nursery and primary school setting in the last few weeks. If you are eligible for a free flu vaccination and still haven't had this please book an appointment.

## ACTIVE SIGNPOSTING

Why wait to see your doctor? You may not need to....

When you're not very well, you just want to get help as soon as possible.

Sometimes your doctor isn't the best person to see. Instead it may be better to see a pharmacist, dentist, physiotherapist or other specialist.

Our receptionists have been trained to actively signpost our patients to see the right person for their medical needs.

**Right Care, Right Time**

Why wait to see your doctor?  
You may not need too...

For more information visit  
[www.rightcarestockport.org.uk](http://www.rightcarestockport.org.uk)

**NHS**  
Stockport  
Clinical Commissioning Group



## WEEKEND AND EVENING APPOINTMENTS

Due to winter pressures, weekend and evening appointments are here!!!

Patients registered at this practice can now book for routine appointments at weekend/evening to see either:

- A GP
- A Practice Nurse
- A Health Care Assistant (for blood test)

Appointments for this service **must** be booked in advance. These appointments will be at Kingsgate House in Stockport.

Please ask a receptionist about booking these appointments.

## PATIENT ACCESS

Save Time—Do it Online!!!

GP online service gives patients the option to book appointments, request repeat prescriptions and view their GP records, using their computer, tablet or smartphone rather than having to phone or visit the practice.

Online services complement the existing ways patients can access their appointments, prescriptions and their records.

Our practice already has the facility to offer online access to records for our patients.

The national target was to have 20% of patients using this facility by the end of March 2018.

We exceeded this by having 22.4% of our patients using this service.

Our next target was 30% by March 2019, we are still only on 28.86%

We offer 90% of our GP appointments online and have now added appointments to see nurses for cervical screening, vaccinations and immunisations.

**30%**

We are trying to promote this service as much as we can, but word of mouth would help us immensely.

If any of your friends, family or even neighbor's are registered at Park View be sure to tell them about it

## STAFF NEWS

Becci our nurse has recently left us, we wish her the best for her career. We have 2 new receptionists Lauren and Alicia. We also have 2 new part time salaried GP's joining us in January.

Dr Nadia Ghaffar and Dr Aisha Nasir.

We hope that with these extra members of staff it will ease the pressure on appointments.

As well as having our physiotherapist Nick, in the practice to ease pressure on GP's we now have our own practice pharmacist, Udie.

She can do the following:

- Medication reviews/queries
- HRT reviews
- Asthma reviews
- Pill checks
- Changes to medication



## GDPR



The new General Data Protection Regulation will come into force on the 25th May 2018, bringing big changes to data protection laws as we know them.

Our Practice is fully committed to ensuring the data protection rights of all patients and staff.

**So what are your fundamental rights?**

- The right of access
- The right to be informed
- Rights to automated decision making and profiling
- The right to object
- The right to data portability
- The right to restrict processing
- The right to erasure
- The right of rectification

**We would like to reassure you, that we are currently working towards becoming compliant with GDPR**



## NHS HEALTH CHECKS

Did you know the biggest cause of death in people age 40-49 in the UK is Liver disease?

Patients aged between 40-74 are invited to a free NHS health check, in which Park View Group Practice have now included the testing of your liver function, as well as helping you prevent Diabetes, Heart Disease, Kidney disease Stroke and Dementia.

Patients are called for their initial health check and will be subsequently called back every 5 years. If you receive the text invitation please make sure you book in.

Please check online for appointment availability or call the surgery

Stroke

Heart disease

Diabetes

Kidney disease

**Just 20 minutes**  
of your time  
to keep you  
running like clockwork

**FREE NHS Health Check**  
for 40-74 year olds  
Helping you prevent heart disease,  
stroke, diabetes and kidney disease

## ELECTRONIC PRESCRIPTION SERVICE



This practice has an Electronic Prescription Service (EPS)

### What does this mean for you?

If you collect your repeat prescriptions from your GP, you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the pharmacy you choose, saving you time. You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop. You **may** not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

## COMMUNICATION

Our surgery has its own Facebook page, if you have Facebook why not give our page a "like." We try to post daily, with health tips and general health information. If there are any subjects you feel we should cover, please do not hesitate to contact us and let us know. We tend to find that Facebook is the easiest way to let patients know if we are having any problems here at the surgery, i.e. Problems with phone lines, etc.



## APPOINTMENT ATTENDANCE

We are still having an unacceptable amount of patients not attending their appointments.

During the last 6 months missed appointments cost the practice **£14,818,12**

It is practice policy that if a patient fails to attend 3 or more appointments within a 6 month period, we may ask you to find another GP and remove you from our practice list.

If for any reason, you cannot attend your appointment, we would appreciate it, if you could contact the surgery at your earliest convenience.

There are several ways to cancel an appointment: either phone the surgery, reply to the text reminder that gets sent to you (if we have your correct mobile number) or via **Patient Access**

