



Hello and welcome to our Summer newsletter.

In this edition we have information on Your Electronic Patient Record & The Sharing of Information, GP Practice Awards and what to do when the surgery is closed.

Why is it hard to see the GP?

We are aware that patients often get frustrated when they cannot get an appointment with the GP of their choice or even an appointment at all.

We have 6 partners, all who work part time. This means they only work 3 or 4 days a week.

Dr Field, Dr Maddock, Dr Ravi and Dr Sommers all work 4 days a week and Dr Mann and Dr Andrew work 3 days a week. Some of these days are only half days doing surgeries, so they only do an AM or PM surgery.

Out of the days they work, they each take turns being the "on call doctor". This means that they are the doctor available to see the on the day appointments and the emergencies. They also spend half a day a week doing clinics for things like implants, coils, minor op's etc. As you can see this only leaves them a couple of days doing surgeries and as previously mentioned this may be only half a day.

As we are a training practice the Partners also spend time training the Registrar GP's (Doctors wishing to become GP's), which is very important for the future of General Practice as it ensures the amount of qualified GP's in the future is adequate to meet the needs of our growing population.



Recent Government changes to the NHS means that GP's have to spend time fulfilling responsibilities in shaping health care and services. This means looking at the needs of the population and proposing primary care initiatives to be commissioned to cover these needs.

On the days that the Partners are seeing patients both pre-bookable appointments and on the "on call" days, they very often have to

extend their surgeries to accommodate the demands of the patients. In addition to the Surgeries, the GP's have to do home visits for house-bound patients. Many days the GP's work from 8.00am to 8.00pm.

We are aware that it is frustrating for patients who want to see the same GP every time you visit the Surgery, and we do our best to accommodate this, but as you can see the role of the GP is very demanding and varied than what you see in your consultation and they are very often being pulled in different directions due to their numerous responsibilities.

Please be reassured that no matter which GP you see at Millview Surgery, your medical record is shared between the clinicians allowing them full access to your medical history and previous consultations. You can be confident that you are receiving the best medical care possible.

GP PRACTICE AWARDS

Mansfield and Ashfield Clinical Commissioning Group (CCG) want to reward Practices and individuals who have made an exceptional contribution to practices over the course of the last year. They are going to use the Annual Public Meeting (APM) as a platform to celebrate this hard work by giving awards for the following categories:

- Practice of the Year;
- Practice Nurse/Healthcare Assistant of the Year;
- Non clinical member of staff of the year;

The nomination form gives you the criteria that the CCG will be judging against.

We need your help to identify and nominate those individuals who you think are deserving of the awards, as well as nominations for the practice.

If you feel Millview Surgery deserves to win practice of the year, or one of our Practice Nurses or Healthcare Assistant or non-clinical member of staff deserve to win an award, please pick up a nomination form from reception or download from our website www.millviewsurgery.co.uk





MISSED APPOINTMENTS

In June **186 appointments** were missed with GPs and Nurses at this practice. This amounted to **41** hours of time wasted. These could have been given to other patients. Please let us know if you are unable to keep your appointment so that we can give it to someone else.

Please either :Telephone the surgery - **01623 649528**

Reply to your text reminder with **Cancel**

Login to Systmonline and cancel your appointment.

Your Electronic Patient Record & The Sharing of Information

Information Sharing Changes Ahead...

We would like all our patients to be aware that as from 11th January 2016 we will be enhancing the sharing process of your Medical Record with any NHS Service who have involvement in your clinical care unless you have chosen to opt out.

At present your GP holds your Medical Record and other NHS Service Providers are not able to access it unless you have given explicit consent to the Practice, therefore often making it very difficult for them to provide the best care for you as they have limited information to base their decision on. By unlocking the Practices side of your Medical Record this will mean that you have the choice at the point of consultation with other NHS Service Providers, to allow the clinician to view vital medical information that could significantly enhance the quality of the medical care provided to you by Community and

Secondary Care Services.

How does it work?

Step 1

Think of your medical record as a window that is bolted on both sides. As from the 11th January Millview Surgery will be unbolting the lock that we are responsible for to allow you, the patient to choose if other Health Care Professionals who have any involvement in your care can see your medical record. However, this DOES NOT mean that all other Health Care Professionals automatically have the right to access your medical record without your explicit consent.

Step 2

At the point of you having a face to face consultation with the Health Care Professional outside your GP Practice, e.g. attending Accident & Emergency, Appointment with a Consultant, Treatment with physiothera-

pist etc. you will be asked if you give consent for the clinician to access your record. At this point it is your decision if you grant or deny access and just because you have granted permission on one occasion does not automatically give consent for consecutive appointments. This is when you as the Patient have the right to choose if you unbolt the second lock on the opposite side of the window or not. The only time this bolt will be unlocked without your explicit consent will be if you are unconscious and not able to make the decision for yourself.

Opting Out

All patients have the right to 'Opt Out' of the Enhanced Sharing Process. If you do not wish for Millview Surgery to unbolt the lock on their side of your Medical Record then please request an 'Opt Out Form' or Download from our website www.millviewsurgery.co.uk

Partnership Changes

Dr Andrew will be leaving the Practice at the end of July 2015. The Partners and staff would like to thank Dr Andrew for all her hard work and dedication to the Practice and wish her well in the future. Dr Durnin will be joining the Practice as a partner at the beginning of August 2015

systemonline

ORDER YOUR REPEAT PRESCRIPTIONS ONLINE AT:

www.millviewsurgery.co.uk

Please allow 48 hours for repeat prescriptions

WHEN THE SURGERY IS CLOSED

When the GP surgery is closed dial 111 for medical attention or advice.

What is 111?

111 is a telephone service brought to you by the NHS. It is the number you should call when you need advice or medical treatment quickly, and you cannot wait until the surgery reopens. Ringing 111 is free to ring at any time. They are available 24 hours a day, 365 days a year.

